
Terms and conditions for ticketholders

By using this service you are agreeing to be bound by these terms of use. If you do not agree to any of the following terms, do not use this service.

The following conditions are for sale and attendance at the event:

- Refunds and Exchanges will be at the discretion of management from The Cube Wodonga. If a refund is deemed relevant, a refund fee of \$3.00 per ticket will apply (accounted for at time of refund). The Cube Wodonga is able to exchange your ticket to another performance subject to availability or to a Gift Certificate for future use. There needs to be at least 24 hours notice prior to the performance you wish to change. Refunds and exchanges may not be processed at the box office at peak selling times (eg: in the half hour prior to a performance). Tickets sold on behalf of other production companies are subject to the conditions applicable to that performance company. Phone the box office on (02) 6022 9311 for exchange availability
- Any assistance required (for example, hearing loop, walking frame or wheelchair access) needs to be communicated to box office staff *when you book your tickets* to ensure that there is the appropriate equipment and staff to assist. Failure to notify venue staff in advance means that The Cube Wodonga cannot guarantee those requirements being met.
- Admittance to patrons with discounted tickets purchased online will only be upon production to front of house staff of relevant ID on entry. Failure to produce appropriate ID may result in the patron being charged full price for their ticket or refused entry.
- Latecomers will not be admitted until there is a convenient break in the program, if at all. This break is set by the producing/touring company. If there is no break to admit latecomers, the ticket cannot be refunded.
- Children aged two years or under may sit on a parent's lap during a performance. If the child is three years or older a ticket must be purchased for admission and a seat allocated.
- Parents or guardians attending the theatre with young children are asked to leave the auditorium should their child become disruptive to the performers or to the audience's enjoyment of the performance. The front of house staff will assist you to safely reenter when ready.
- All tickets must be paid in full before the event.

- Subject to availability, tickets will be available for purchase at the box office one hour prior to each performance.
- Only patrons holding The Cube Wodonga tickets will be admitted to the performance/event.
- This venue is a Companion Card affiliate– one complimentary companion ticket will be issued to the cardholder for the companion upon presentation of their card. These terms and conditions apply to every performance on sale at this venue, including all performances covered by venue hire contract.
- The Cube Wodonga assumes no responsibility for any error, omission, interruption, deletion, defect, delay in transmission or line failure and reserves the right to add, withdraw or substitute artists and to vary the program should the need arise.
- Baby capsules, prams and similar items are not permitted to stay in the theatre during performances as they present an evacuation hazard. Once the patron is seated and comfortable, the usher is required to remove and store the article safely. The usher will return the article and assist the patron at the completion of the event.
- No hot drinks or hot food are allowed into the auditorium when in theatre-style.
- Patrons must not conduct themselves in a manner that interferes with the enjoyment of other patrons in any event. The Cube Wodonga reserves the right at all times to request any patron, irrespective of age, who breaches this requirement to leave the premises.
- The Cube Wodonga management, through the front of house staff on duty, reserves the right to refuse any patron (or group) admission to the premises or specific event on reasonable grounds.
- The Cube Wodonga sells tickets subject to the Live Performance Australia Code of Practice available on The Cube Wodonga website.
- When purchasing online, by clicking the 'Finalise Order' button, you are agreeing to the above terms and conditions of sale, including the refund and exchanges section. All orders are subject to credit card approval and billing address verification.