



**The Cube
Wodonga**



Information for first-time visitors to The Cube Wodonga

If you are planning your first visit to The Cube Wodonga, we would like to make your experience as enjoyable as possible and hope the information below will help you. If you have any further questions that we have not addressed, feel free to contact our Box Office team on (02) 6022 9311, we will be happy to help.

Box Office times: Monday to Friday 9.30am to 5pm and Saturday 9.30am to 12.30pm



Location and parking

The Cube Wodonga is located at 118 Hovell St, opposite Woodland Grove and the water tower, between the Wodonga Library and the council building. The Box Office is located just inside the main entrance on Hovell St. Parking is available in the council car park beside the venue, however, various time restrictions apply. All day parking is available in nearby Havelock and Lawrence streets, and there are no time restrictions on weekends or after 5.30pm.

Public transport and taxis

Directly opposite The Cube Wodonga, on the west side of Hovell St, is a taxi rank and bus stop.

The number for Wodonga taxis is (02) 6024 3444. Bus timetables can be found at dysongroup.com.au/wodonga.

Accommodation

Our preferred accommodation supplier is Quest Wodonga, located in Reid St Wodonga, a short 400m walk from The Cube Wodonga.

Arrival times

We recommend arriving at least 30 minutes before the performance time. Many shows at The Cube Wodonga sell out, so on a busy night there can be as many as 410 people in the foyer. Be sure to allow enough time to find

parking, collect your tickets, purchase a cold beverage and find your seat.

Some performances do not admit latecomers to the auditorium once the show has started. Plays and concerts start promptly at the advertised time. It's better to be too early and still have time for a drink than to run late and take the risk.

Pre-purchased tickets can be collected from the venue box office one hour before performance time. The theatre usually opens 10 to 15 minutes before the performance time.

Theatre seating

Where do I sit?

Your ticket will have the door you enter the theatre and it will also show you the row letter and your seat number (print at home tickets have it on the ticket). If you need help, a staff member can assist you.

Some events have general admission, this is unallocated seating and direction will be given by staff for access to theatre.

Please note that some of the seating on our balcony level is considered "sight-restricted" seating and has a handrail that may be an obstruction to some patrons or for some performances. Please ask at the Box Office when booking.

Access and special assistance

We are able to cater for most access and special needs requirements. If you need information on the following, or any other requirements, please talk to our staff at the Box Office when you are booking your tickets.

- Wheelchair access
- Accessible toilet
- Hearing loop
- Companion Card

Food and drink

The Cube Cafe operates the foyer bar for patrons to enjoy pre-show and interval food and drinks. The bar is open post-performances by prior arrangement only. It offers a range of quality beers, wines and soft drinks. Eftpos is available.

The bar is open an hour before performance time, however, for some smaller or community events there may not be need for the bar. Please check with the Box Office for each performance.

Cold drinks purchased on the premises (wine, beer, soft drinks, water) can be taken into the auditorium, however, bottles of wine, food and hot drinks are not permitted in the theatre. The Cube Cafe is attached to The Cube Wodonga foyer. The cafe is only open for evening meals for group bookings and can be contacted directly on **(02) 6045 9121**.

Theatre etiquette

What should I wear?

There is no dress code for our theatre – neat, clean casual to formal is acceptable. Different temperatures suit different people so if you feel the cold, you might want to bring a jacket with you as often we need to turn on the air-conditioning to prevent the cast and crew from overheating under the stage lights.

Warnings

Be familiar with the show warnings. When applicable, we post warnings about the use of coarse language, smoke or strobe effects, adult themes and depictions of violence in a show. If any of these concern you, please talk to our staff.

Noise

When in a theatre, some noises and behaviours are encouraged and others discouraged.

We encourage you to laugh, gasp, cry and applaud. Your reactions let the actors know your appreciation of the performance.

We discourage mobile phones – please turn them off. Phones switched to vibrate are still very distracting in a quiet auditorium and can interfere with some audio equipment.

Can I bring my children?

We do have a number of shows throughout the year which are aimed at families and children. Our ticketing policy is children 2 years and under are free if sitting on a carer's lap, 3 years and older will need a ticket and will have their own seat. The majority of other live events come with a recommended rating, it is then up to you to decide if you think your child can cope with the nature and length of the event.

If young children start to cry during a performance, it is seen as polite to give them a break from the show for the sake of other members of the audience. Our ushers can assist with exiting and re-entering the auditorium smoothly.

Can I take photos of the performance?

No, you cannot. All shows you see at The Cube Wodonga are protected by copyright laws and taking unauthorised photos, video or audio recordings are a violation of these.

Also, a single flash from the auditorium can be enough to seriously distract a performer which can cause major safety issues and disrupt the show.

Feedback

Please let our staff members know what you thought about the show when you see us in the foyer – we pass these comments on to the performers and touring companies. If you don't feel comfortable or can't catch us after the show, please send us an email or letter, post a Facebook or Twitter comment or make a phone call to tell us what you liked and, just as importantly, what we need to improve.

For more in depth feedback about the venue there are feedback forms available at the Box Office. However, if there is an issue that needs rectifying immediately, please see the staff on duty and we will do our best to fix the problem.

