

MTC Education Terms and Conditions

The following terms and conditions apply for schools and institutions making bookings with Melbourne Theatre Company. Please contact MTC Education if require any further information about these terms.

1. Bookings will be accepted in writing by mail, fax or email. Bookings will not be accepted over the phone. MTC will process bookings in the order that they are received.
2. Once a booking has been processed, MTC will issue an invoice for each event booked. Once an invoice has been issued, bookings are confirmed and subject to these terms and conditions.
3. After a booking is confirmed, extra students/teachers may be added, subject to availability.
4. After a booking is confirmed, no refunds will be offered unless MTC is at fault or the event is cancelled.
5. The booking is made on behalf of the school/institution and the school/institution accepts liability to make payment by the due date.
6. MTC must receive notification of any changes or cancellations to confirmed bookings in writing, and no later than four (4) weeks prior to the performance or event.
7. If a booking is cancelled or the numbers are substantially reduced within twenty-eight (28) days of the event, the school/institution will be liable to pay 50% of the value of the cancelled tickets.
8. If a booking is cancelled or the numbers are substantially reduced within seven (7) days of the event, the school/institution will be liable to pay 100% of the value of the cancelled tickets
9. Final Payment is due four (4) weeks prior to the event or by the date stated on the MTC invoice (if the booking has been made less than four weeks prior to the event). If payment is not received by the date stated on the tax invoice, and an extension has not been requested in writing, the school/institution will remain liable for 100% of the value of the booking. If we do not receive payment, debt recovery procedures will commence and, in some cases, the school/institution may be banned from attending future MTC events.
10. Once payment has been received, no reductions in numbers are permitted and no refunds will be offered unless MTC is at fault or the event is cancelled.
11. Tickets to MTC performances and events will only be issued after payment of the invoiced amount has been received.
12. All those attending an event must hold the correct ticket, and will be expected to present this ticket before being admitted into the venue.
13. If payment is not received in time for tickets to be forwarded to the school/institution via post, an additional fee may be charged to recover the cost of sending the tickets to the venue by courier. In this instance, tickets will be available for collection from the theatre box office on the day of the event.
14. MTC reserves the right add, withdraw or substitute artists and vary the program, should the need arise. Schools directly affected by any major changes to the advertised program will be notified.