

# CONDITIONS

‡ **Additional Tickets.** Subscribers may purchase additional tickets for family and friends at discounted prices. This can be at the time of booking your subscription or from 7 December through the MTC Box Office. If the additional tickets are for a performance you are not attending, please attach a separate sheet with production title, date, time and concession documentation.

\*\* **Bonus Ticket.** 11-play Subscribers only (excluding Youth Under 30s Packages). Purchase one bonus ticket for a Playhouse production for \$28.00 (excluding *The Drowsy Chaperone*). Only available for a performance within the first two weeks after Opening Night and can only be booked at the time you purchase your subscription. **Bonus tickets cannot be exchanged.**

**Concessions.** Concession must be valid at the time of booking.

**Refunds are not available if you become eligible for a concession after you have booked.** Pensioners, seniors or people who are unemployed must quote your valid card number when subscribing or purchasing additional tickets. Youth Under 30s must include copies of documentation indicating age. Full-time students must attach documentation of student ID indicating current full-time enrolment.

**Credit Card Signatures.** MTC takes credit card fraud seriously. The Head Booker (the first person listed at Household #1 of the Booking Form, and on the topmost form when multiple forms are submitted together) is the point of contact for MTC and is responsible for giving correct contact and payment information at the time of booking. The Head Booker will be required to assist with further documentation to verify any incorrect payment information.

**Group Subscriptions 10+.** These are available for a minimum of 10 people booking for the same performance for each play. All tickets must be purchased at the same time to qualify for the discount. A group of 10 can include pensioners and Youth Under 30s at the appropriate package price with adults at the group price. Available through mail bookings only.

†† **Opening Night Package.** A limited number of Opening Night Packages are available, which include entry to the Opening Night Post-Show Party with the cast, crew and creative team. These are not available online and concessions do not apply. Opening Night Subscribers can book or exchange into an alternative season performance, however, the price difference is non-refundable. Opening Night Subscribers must subscribe to a minimum of 7 plays, and can purchase tickets to other plays at the subscription price for the total number of plays subscribed. Additional or bonus tickets are not available for Opening Nights. Opening Night tickets are not available for *The Ugly One*.

**Refunds.** Tickets cannot be refunded unless a performance is cancelled or abandoned when less than half the performance has taken place. See the Code of Practice for the Ticketing of Live Entertainment in Australia for conditions ([liveperformance.com.au](http://liveperformance.com.au)).

**Single Ticket Sales.** For the 2010 Season the opening dates of single ticket sales are as follows: 7 December 2009 - *The Drowsy Chaperone*, *The Swimming Club* and *Madagascar*; 9 March 2010 - all remaining 2010 Season productions. For information about single ticket sales visit [mtc.com.au](http://mtc.com.au).

**Ticket Exchanges.** 2010 Season Subscribers are entitled to exchange tickets for a different performance date of the same production, provided that the tickets are received at the MTC Box Office no later than 48 hours prior to the performance date indicated on the ticket. An exchange fee of \$4.40 (or an exchange voucher) applies for each exchanged ticket. Mail exchanges to MTC Subscriptions, PO Box 918, South Melbourne, VIC 3205. Subscribers may exchange to another production of the 2010 Season, provided this is done at least one week before the first preview of the original booked production. Please note: tickets that are received less than 48 hours before the performance date indicated on the ticket cannot be exchanged. Please allow five working days for mail exchanges, as MTC will not take responsibility for tickets not received due to postage delays. An upgrade will be charged if exchanging to a higher priced performance. A difference in ticket price will not be refunded. In person exchanges are available at the MTC Box Office from 7 December 2009. 11-Play Subscribers receive three free exchange vouchers; 7-9 Play Subscribers receive one free exchange voucher.

‡ **The Ugly One.** A strictly limited season of MTC's Studio presentation *The Ugly One* is available at discounted prices with the purchase of a subscription package. Tickets for family and friends can also be purchased at the special Subscriber price. Bonus and Opening Night tickets are not available.

\* **Youth Under 30s Packages.** We have a limited number of packages for 7-11 plays for Youth Under 30s (29 years and under). A copy of your documentation displaying proof of age must be included with your subscription application (eg. driver's license).