



## **The PumpHouse Theatre Terms and Conditions Bookings and Payment for Education Groups**

### **Booking Education Groups at The PumpHouse Theatre**

You may book a school or education group booking online with a credit card at any time by going to [www.pumphouse.co.nz](http://www.pumphouse.co.nz) and following the usual booking process.

If you require an invoice and/or wish to pay by direct deposit, then seats for Education Groups must be booked via our web booking enquiry form found online at <https://pumphouse.co.nz/school-booking/>.

Once your booking has been received a member of The PumpHouse team will be in touch to confirm the booking and organise payment.

### **Invoice and Payment for Education Groups**

Once your booking is confirmed, you will receive an invoice which is to be paid in full by the due date specified on the invoice. This is three weeks prior to the opening date of the season.

The booking and number of seats are deemed confirmed upon payment.

Invoices should be paid in one sum by Direct Deposit into the bank account on the invoice.

If payment is not received by the due date, the booked seats may be released for sale. Groups will not be admitted on their show date unless full payment has been made.

After all school groups have paid (three weeks before the opening of the season) all remaining available seats will be released to the public and will be sold at full price.

### **Tickets**

Once payment is received you will receive an email confirmation and tickets will be emailed to you.

### **Changes to Bookings**

You may change the number of tickets in your booking up until the invoice payment due date. Additional seats are subject to availability and may not necessarily be in the same section of the theatre as your initial booking.

Once your invoice has been paid, the booking is considered final.

Seats cannot be refunded once payments have been made. This includes if some of the group are unable to come on the day - e.g., if a child is ill and cannot come.

If additional parents or other family members wish to come as part of the group and pay the discounted price, they must request seats via the person in charge of making

the original booking at the School or Early Education Centre to have them included in the group booking and the school or group must make payment.

All seating changes must be finalised and paid for at least 48 hours prior to the date of the performance. After this time additional tickets may only be purchased online or at the box office as an individual booking at full price.

The PumpHouse cannot sell discount priced school seats to individuals during the Education Season, e.g., to parents wishing to bring other family members along with school or pre-school groups.

### **Children Under 23 Months**

Children 23 months and under are not required to have a seat but must sit on their parents' laps for the duration of the performance. The Box Office needs to know how many children sitting on laps there are so that numbers are accurate in the event of evacuation. Parents with children under 23 months are asked to sign in and will be issued a sticker to confirm their details have been recorded.

### **Seating**

Every effort will be made to seat groups together in the same section of the theatre; however, this may not always be possible. If you have specific seating requirements (e.g., wheelchair users or very young children) please let us know when you book.

### **Fees**

For invoiced bookings there is a one-off \$20.00 (including GST) administration fee.

If you book online the normal \$5.00 booking fee and card processing charges apply. In many cases for large bookings the administration fee is more cost-effective.

### **Covid-19 Cancellations**

At Level 3 and 4 The PumpHouse is closed, and all public performance are cancelled. At Level 2 performance may go ahead, but the number of people in the theatre is restricted.

In the event of a Covid-19 event we will contact the person who booked the group to discuss. In the event a performance is cancelled due to Covid-19, tickets will be refunded in full.

### **Help or Questions**

Mags Delaney, The PumpHouse Theatre's Community Engagement Coordinator is your first point of contact for any queries or questions about your visit to The PumpHouse Theatre. You can contact Mags by emailing [mags@pumphouse.co.nz](mailto:mags@pumphouse.co.nz) or calling 09 486 2386.

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