



The PumpHouse Theatre

Terms and Conditions (Ticket Sales)

1. The PumpHouse Theatre provides ticketing services, including the sale and distribution of tickets, as an agent for the organisation or promoter responsible for an event (the **Seller**).
2. As such, except as specified in these Terms and Conditions, all claims in connection with tickets or events are the sole responsibility of the Seller and, except to the extent required by law (including the Consumer Guarantees Act 1993 and the Fair Trading Act 1986) The PumpHouse Theatre otherwise has no liability to you.
3. By purchasing tickets through The PumpHouse Theatre you are agreeing to be bound by the following terms and conditions. Please read these carefully in particular:
 - clauses 5.6 to 5.12 that affect the refundability, exchangeability and transferability of tickets;
 - clause 5.14 that affects changes that we may make to the performance or your seating arrangements; and
 - clauses 5.13, 5.15 and 5.17 that affect your right to admission to a performance.
4. We reserve the right to update or amend these terms and conditions at any time. Any changes to these terms and conditions will be made available to you on our website at <https://pumphouse.co.nz/terms/> Any amendments will only apply to ticket purchases made after these Terms and Conditions have been updated.
5. The following terms and conditions apply to tickets sold by the PumpHouse Theatre:
 - 5.1. **Authorised Ticket Seller:** a ticket is only valid when purchased through The PumpHouse Theatre.
 - 5.2. **Payments:** all payments for tickets will be held by The PumpHouse Theatre Management as stakeholder for the Seller (and not beneficially) in a separate bank account until the production for which the tickets were purchased has taken place.
 - 5.3. **Health and Safety:** Patrons must follow the instructions of the PumpHouse staff and/or Ushers at all times.
 - 5.4. **Cameras and Phones:** Cameras, and other recording devices are prohibited in the venue unless specific permission has been granted by The PumpHouse Theatre. Mobile phones and other pagers must also be turned off before entry.

- 5.5. **Covid-19:** Patrons should maintain social distance and follow the directions of staff. If you test positive for Covid19 please contact us to discuss options.
- 5.6. **Refunds / Exchanges:** Tickets purchased for events at The PumpHouse Theatre are non-refundable and non-exchangeable except to the extent set out in these Terms and Conditions and/or required by law. To the fullest extent permitted by law neither The PumpHouse Theatre nor the Seller will be liable for any other losses incurred by you as a result of the cancellation, rescheduling or relocation of an event, including any travel and accommodation expenses.
- 5.7. **If a performance is cancelled:** The PumpHouse will offer to refund, exchange the full value of the ticket(s) (including any booking fee but excluding any card payment surcharge fee).
- 5.8. **If a performance is rescheduled:** The PumpHouse will offer to refund or exchange the full value of the ticket(s) if you are unable to attend the new date, including the booking fee (but excluding any card payment surcharge fee).
- 5.9. **If a performance is postponed:** If no new date has been announced, The PumpHouse will offer to refund or exchange the full value of the ticket(s), including the booking fee (but excluding any card payment surcharge fee).
- 5.10. **Change in your circumstances:** ticket(s) are strictly non-refundable and non-exchangeable other than set out in these Terms and Conditions. Refunds or exchanges as a result of a change in your personal circumstances are at the sole discretion of the Seller.
- 5.11. **Processing of Refunds:** Where possible refunds will be processed to the credit card originally used for purchase. If the ticket(s) were purchased using a non-credit card method, then the name and bank account details of the purchaser is required for processing.
- 5.12. **Transfers:** Tickets may be transferred to a different date of the same production up to 24 hours prior to performance start time stated on ticket. A fee applies for this service. Booking transfers are dependent on seat availability and are entirely at the discretion of The PumpHouse.
- 5.13. **Right of Admission:** The right of admission is reserved by front of house management and may be denied for any reason, including where a patron is behaving in a manner which may cause property damage or that threatens the safety of performers, other patrons, or any other people.
- 5.14. **Right to Vary:** The PumpHouse Theatre reserves the right to vary, substitute or withdraw advertised programmes, artists, prices, venue, and seating arrangements as necessary to the extent allowed by law.
- 5.15. **Concession tickets:** The holders of concession tickets (such as student, pensioner, club membership promo tickets) may be required to show the

relevant ID when they arrive at the event. Concession holders who fail to produce appropriate ID may be refused entry.

- 5.16. **Young Children:** Children under 23 months are permitted free entry to most events. They will not be assigned a seat and must sit on their parent/guardians' knee for the duration of the performance. Children under 23 months must be registered in at the box office on arrival [but do not require a ticket].
 - 5.17. **Unaccompanied Children:** No child under 14 years of age may attend a performance without the active supervision of a parent or guardian who must have a ticket and accompany them in the theatre at all times. Young people who are at least 14 years of age may supervise younger children with their parent or guardian's permission.
 - 5.18. **Late Entry:** The Pumphouse Theatre reserves the right to refuse admission to a ticketholder who arrives late at the venue. Latecomers may not be admitted until there is a convenient break in the programme, if at all. If other conditions apply, they will be displayed at the venue.
 - 5.19. **Seating:** When seat numbers are assigned on a ticket, patrons must sit in their allocated seat. At no time may patrons sit in stairways, or in front of exits. You are required to retain your ticket throughout the performance.
 - 5.20. **Privacy Policy:** By purchasing tickets through us you agree to our Privacy Policy. For information on how we collect, hold and use your personal information, please refer to our Privacy Policy at <https://pumphouse.co.nz/terms/>
6. **Problems and Complaints:** If you have any problems or concerns about your tickets or your experience at The PumpHouse Theatre please email info@pumphouse.co.nz