

SPARE PARTS PUPPET THEATRE

TICKETING TERMS & CONDITIONS

Thank you for taking time to read our Terms and Conditions. Please read the below carefully prior to purchasing a ticket to any Spare Parts Puppet Theatre event or gift certificate. By making a purchase, you are agreeing to these Terms and Conditions.

Spare Parts Puppet Theatre tickets are sold or issued subject to the Live Performance Australia (LPA) Ticketing Code of Practice (Consumer Code). A copy of the LPA Code can be obtained by visiting <https://liveperformance.com.au/> or click [here](#) for a direct link.

1. Ticket Purchases

Refunds & Exchanges

All ticket purchases are final and shall not be refunded, except as required by law or in accordance with the Live Performance Australia (LPA) Ticketing Code of Practice or as otherwise specified by Spare Parts Puppet Theatre. There is no right of refund or exchange on tickets, unless an event is cancelled.

In the event of an Event Cancellation, Spare Parts Puppet Theatre will provide a refund or exchange of the ticket price to all ticket buyers.

Ticket Exchanges are permitted to another event, strictly subject to availability. Please contact us no later than 2 business days in advance of the event to allow time for processing – Spare Parts Puppet Theatre is not responsible if we are unable to process your exchange in time. Exchanges of this nature are subject to any cost difference(s) if the new tickets are a higher price. If a refund or exchange is made, Spare Parts Puppet Theatre may retain any fee it has charged to the extent permitted by the law.

Ticket Purchase Delivery

On completion of booking tickets, buyers who have supplied a valid email address will receive a confirmation email. Ticket buyers should bring their confirmation email to the event as proof of purchase.

Payment Options

Spare Parts Puppet Theatre accept the following cards for online transactions: Visa and Mastercard.

Cash Purchases

Cash purchases may be made in person at the Spare Parts Puppet Theatre Box Office. Our Box office is open, to visit in person, on performance days Monday to Saturday from 9am to 2:30pm.

Fees & Postage

Spare Parts Puppet Theatre charges a booking fee of \$4.95 per transaction.

If you purchase merchandise from our website and choose to have it delivered by post, an additional fee will apply. Postage fees are non-refundable. If you have selected delivery by post, please allow at least 14 days for your order to arrive at your nominated address. Spare Parts Puppet Theatre will not be held liable for merchandise that is lost in the post and may not issue a replacement.

Gift Vouchers

Gift vouchers can be used to purchase tickets through www.sppt.com.au or by calling: 08 9335 5044.

Gift Vouchers are valid for three years from purchase and cannot be exchanged for cash, including any unused value at the end of the validity period.

Conditions of Purchase

Spare Parts Puppet Theatre collects your individual information in case of an event cancellation or change. If you fail to supply sufficient and appropriate contact information, Spare Parts Puppet Theatre is not responsible for failure to contact you.

Ticket buyers attending the event do so at their own risk. To the maximum extent permitted by law, Spare Parts Puppet Theatre is not responsible for any loss, damage, harm or injury arising from a ticket buyer's entry to a venue or event.

Spare Parts Puppet Theatre reserves the right to change any element of an event sales structure, including but not limited to pricing, at any time and without notice.

In the event of a cancelled or changed event or ticket, Spare Parts Puppet Theatre is not liable for any additional expenses incurred by ticket buyer including transport, parking, or any other expense.

Spare Parts Puppet Theatre reserves the right to video, photograph, broadcast or telecast the event. Tickets are only valid when purchased through an authorised agent. Tickets may not be resold or offered for unauthorised resale for an amount which exceeds the original ticket price by more than 10%, or as specified by law.

Spare Parts Puppet Theatre reserves the right to cancel any ticket sold or offered for unauthorised resale in breach of this condition, without notice and without a refund, and the ticket buyer may be refused entry into the event.

2. Venue Conditions

Conditions of Entry

Please note that Spare Parts Puppet Theatre reserves the right to exclude latecomers or to admit them only at an appropriate point in the event at the discretion of management. The right of admission is reserved.

No audio or video recorders may be used without permission of Spare Parts Puppet Theatre by prior arrangement. A breach of this condition may lead to the confiscation of equipment and removal of the ticket holder from the venue.

Spare Parts Puppet Theatre takes no responsibility for loss or damage to personal property. No drugs, weapons, food, glass containers, specified prohibited items or lasers may be taken into the event.

For online payment support or further information on terms and conditions contact admin@sppt.com.au or (08) 9335 5044.