

BOX OFFICE SERVICES

All tickets for events held at ARA Darling Quarter Theatre must be sold exclusively through our ticketing system and box office. No events will be opened for sale until:

- A Hire contract is signed.
- A Hire deposit is paid, and
- A Venue hire application form with image has been successfully submitted.

The hirer agrees to comply with the Ticketing Code of Practice as outlined by Live Performance Australia. Hirers will be responsible for all ticket refunds and charges where an event has been cancelled, postponed or significantly changed.

The ARA Darling Quarter Theatre Box Office contact number for phone transactions is (02) 8624 9340. Phone sales are available 9am - 4pm on Monday - Thursday (Plus Friday on show days), and 1 hour prior to performances.

In the event that the hirer requires additional Box Office support including longer operational hours to service event needs, additional costs will be charged to the hirer.

TICKETING FEES

Ticketing fees for box office services apply to each ticket sold. These fees will be charged to the hirer at the point of reconciliation. The below fees are applicable within the advertised ticket price, therefore the hirer must advertise the ticket price as an all-inclusive ticket price.

Booking fees – tickets \$0.00 (Complimentary)	Per ticket	\$0.50
Booking fees – tickets \$0.01 – \$10.00	Per ticket	\$2.60
Booking fees – tickets \$10.01 – \$30.00	Per ticket	\$3.90
Booking fees – tickets \$30.01 – \$40.00	Per ticket	\$4.95
Booking fees – tickets \$40.01 – \$50.00	Per ticket	\$5.90
Booking fees – tickets \$50.01 plus	Per ticket	\$6.75

Ticket purchasing will have transaction fees associated. These external transaction fees are charged to the purchaser once only per transaction. The fee is \$5 per transaction. All credit card sales are subject to 1% merchant fee which is charged to the hirer.

SUPPORT FOR COMMUNITY GROUPS

If you are a community group, you can seek support from us to reduce or waive the transaction fees. We provide this to a limited number of groups and organisations per year. Please contact our team to discuss what support might be available.

ACCESSIBLE TICKETING

ARA Darling Quarter Theatre and Monkey Baa are affiliates of the NSW Companion Card program. It is a condition of hire to provide complimentary tickets to those who hold a valid NSW companion card so long as they are accompanying a person with a disability to the performance.

We reserve two (2) accessible seats in each event build for patrons requiring wheelchair access. These are released for general sale once all other seats have been sold to ensure maximum capacity can be reached.

HOUSE SEATS

We also retain two (2) house seats for management use. These seats are not available for sale or use by the hirer.

COMPLIMENTARY TICKETS

A complimentary ticket allocation must be requested by the hirer as part of the Ticketing and Marketing schedule and initial event build. Any further complimentary tickets must be requested by an authorised person in writing, and are issued subject to availability.

