



THE ART HOUSE

REFUND/EXCHANGE POLICY

All ticket purchases are non-refundable. The Art House reserves the right to issue refunds on a case-by-case basis when contacted directly via email - tickets@theartousewyong.com.au

The Art House takes guidance from the Live Performance Australia (LPA) Ticketing Code of Practice.

EVENT CANCELLATIONS

In the event of a performance being cancelled or rescheduled, due to COVID-19 or other circumstances, the ticket buyer will be entitled to exchange their tickets to the new date, convert their ticket price into a gift voucher valid for 3 years, or obtain a full refund when contacted by our Box Office staff at the time of cancellation.

Any payments made using Service NSW Discover vouchers will be converted into an Art House Gift Voucher (valid for 3 years), and the remaining balance refunded back the way it was purchased (e.g. to credit card or EFTPOS).

Once tickets are exchanged for a rescheduled performance, the new transaction is final, and our standard refund/exchange policy will come into effect.