



THE ART HOUSE

REFUND/EXCHANGE POLICY

All ticket purchases are **non-refundable**.

Gift voucher credits will **not** be issued for travel plans, change of mind, medical appointments/surgeries, or double bookings. Management will assess all other requests at the discretion of The Art House.

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, 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 an Art House Gift Voucher will be converted into a new 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.

The Art House reserves the right to issue gift voucher credits on a case-by-case basis when contacted directly via email at tickets@thearthousewyong.com.au