



# THE ART HOUSE REFUND/EXCHANGE POLICY

All ticket purchases are non-refundable.

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](mailto:tickets@thearthousewyong.com.au).

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.