

How To Book Your Tickets

ONLINE

Visit www.cpcac.com.au/book-your-tickets from 9.00am Tuesday 1 May 2012.

- Secure — using online credit facility SecurePay Pty Ltd
- “Choose your own seating” (from 2 May 2012) or opt for “best available”
- Group booking friendly
- \$3.50 booking fee
- Bookings accepted up until 24 hours prior to the performance.

PHONE

Call CPCA head office on 9384 1644 from 9.00am Thursday 3 May 2012.

- \$5.50 booking fee*
- “Best available” seating offered only
- Bookings accepted up until 24 hours prior to the performance.

MAIL

Ticket booking form to be filled out & returned to CPCA head office – PO Box 111, Moreland 3058.

- Bookings are processed from 9.00am Thursday 3 May 2012.
- \$5.50 booking fee.

HEAD OFFICE

Payment made at CPCA Head Office (23 Allen Street, Moreland) from Thursday 3 May 2012.

- \$5.50 booking fee.
- “Best available” seating offered only
- If paying by cash correct money is required**

THEATRE BOX OFFICE

Tickets purchased at performance venue immediately prior to show.

- Any remaining tickets are available for purchase approximately 60 minutes prior to commencement of performance.
- Please be aware seats may be limited and in some cases sold out.

*There is no phone booking fee for wheelchair seating if a previous purchase has been made on-line, sibling bookings attract the \$3.50 online fee)

**Cash payments are only accepted at CPCA Head Office.

PLEASE NOTE: Ticket bookings cannot be made through your Venue Manager.

Receiving Your Tickets

Tickets will be mailed to the address provided within five working days.

Tickets booked within a week of the performance will be held at the Theatre Box Office.

General Information and Policies

Book Early to Avoid Disappointment!

While we plan our performance season to avoid sell out shows, the demand for each show is unpredictable and we have experienced sell-out performances in the past. We advise families to book their tickets as soon as possible.

Sibling Bookings

Where two or more siblings will be appearing in the CPCA Performance season, and never appear in the same performance, you may take advantage of our sibling complimentary ticket policy.

Purchase four tickets at the group price to one performance, and receive four complimentary tickets to the second performance. (Where children are in seasons with different price structures, you must pay for the higher priced tickets.) Additional seats are available to each performance at the group rate.

(Sibling complimentary seats are not available for bookings of less than four seats per show.)

Sibling complimentary tickets must be purchased through CPCA Head Office on 9384 1644, from 9:00am Tuesday 1 May 2012.

Wheelchair Seating

The CPCA reserves a number of seats for patrons in wheelchairs. Please contact CPCA Office on 9384 1644 from 9:00am Tuesday 1 May 2012 if your booking includes wheelchair seating. (As seats in these sections are limited, it is usually not possible to seat an entire family group in the wheelchair section.)

Infants

The CPCA is a youth arts company and we welcome children to our performances. We suggest that performances are suitable for children aged four years and above.

If you plan to bring a child under four years of age to a performance, please keep the following in mind:

- The standard duration of a CPCA performance, including interval, is two and a half hours.
- The performance may contain production effects such as strobe lighting, bright lights, smoke machines and loud music that may be disturbing for some children.
- Small children have the potential to be noisy and distracting to other patrons. Patrons who are noisy and distracting will be asked to leave the theatre.
- Please remember that all patrons (regardless of age) must have a paid and allocated seat. This is a Company Policy and operates alongside Theatre Policies. If you intend to bring an infant, please advise when booking so an aisle seat can be issued.

PLEASE SEE OVERLEAF FOR FAQs AND TROUBLESHOOTING GUIDE FOR ONLINE TICKET SALES.

Frequently Asked Questions & Troubleshooting

Before Booking Your Tickets Online...

Check Performance Dates

Performance dates have been emailed to all students and are listed on Rehearsal and Performance Schedules which were distributed to all students at the end of Term 1. The performance season can also be found on the attached Ticket Booking Form.

Install Java

Make sure you have the most up to date version of 'Java' installed on your computer. For more information or to download visit: www.java.com

When Booking Your Tickets Online...

Browsing

Do not use the 'Back' button on your browser. Use the buttons on screen only.

If you cannot see the right hand side of the CPCA website or are presented with a black line on the right, your browser is not configured correctly. Please use:

- a different computer
- a different browser (Internet Explorer, Firefox, Safari, etc.)
- the direct link to the ticket bookings system (included in Ticket Booking Information email sent to all families)

Choose You Own Seats

The ticket booking system we use has the Choose Your Own Seats option, however due to the large number of bookings we receive, this functionality is not available on the first day of ticket bookings. 'Best Available' seating is the only option for the first day of online sales.

Best Available Seats

When booking seats, the system allows you to opt for Best Available seats (only option for first day of ticket bookings). These tickets are the best available seats, determined by CPCA, at the time of your booking.

Prior to confirming your booking, you may choose 'Next' to be given the next available seats. You are able to perform this action as many times as you like, however your 'current' seats will not be held.

Group Discount Price

The system automatically defaults to the full ticket price, however you will be given the option to change this to the group price if you are purchasing four or more tickets to the one performance. Please note: the group discount price does not apply for split performances.

Declined Payments

At the point of finalising your booking, a declined credit card payment will result in an error message and your booking will not be confirmed. Please ensure there are sufficient funds in your account prior to booking your tickets.

Confirmation Number

When you finalise your ticket booking transaction you will receive a confirmation number. If you do not see this number your booking has not been finalised.

Please make a note of this number as you may need it to reference your booking at a later stage.