

Welcome Back to the Theatre

Please do not attend the venue at any time if you have a fever, runny nose, cough, chills, sore throat or any other coronavirus symptoms; or are required to isolate as a contact or confirmed case.

See reverse for details on ticketing terms & conditions during Covid-19.

How are we keeping you safe at the venue?



Masks must be worn when mandated, or are strongly recommended when not mandated for those over 12 years old – unless you have a lawful exemption. Masks are available from venue staff if required.



You, and those attending with you, are required to sign in via QR code on arrival; or at the box office if you are unable to use a QR code. Details are held for 28 days in accordance with Government regulations.



Please help us maintain safe physical distancing by following the floor markings and remaining in your seat as much as possible.



Please use the hand sanitiser on arrival, and regularly during your visit. It is located in various locations throughout the venue.



Contactless Payment is preferred where possible

Please visit www.lighthouseattheatre.com.au/coronavirus or ask one of our staff for further information on how we keep you safe.

Ticketing Terms & Conditions – Covid 19

We have updated our ticketing terms and conditions to accommodate the Covid-19 pandemic. A summary of the important changes is below, or you can view the full terms & conditions of tickets on our website:

www.lighthouse theatre.com.au/coronavirus

Purchasing Tickets:

- You must provide a name and phone number on all bookings
- Only book for your household or group
- Seating allocations are not guaranteed and may change if required due to regulations

Cancellation or postponement of event:

- If an event is cancelled, you will receive a full refund
- If an event is postponed, you will be transferred to the new date, or may request to receive a refund within 14 days of the notification of postponement
- If an event is postponed or cancelled, you will receive notification via SMS, email and/or a phone call from the box office

Covid-19 Diagnosis or Symptoms & Refunds:

- A refund of your tickets will be available if:
 - You exhibit symptoms of Covid-19 including fever, runny nose, cough, chills, sore throat or any other symptom of coronavirus as outlined by the Department of Health
 - You are required to isolate by the Department of Health for any reason
- Refunds will only be available until 1 hour prior to performance time by contacting the box office on **5559 4999**
- A statutory declaration or proof of isolation requirement may be required to be provided prior to refund
- For refunds after 1 hour prior to performance please see full terms & conditions for details

Covid-19 Diagnosis after attending venue:

- If you are diagnosed or test positive to Covid-19 within 14 days of attending the venue, you must contact the Lighthouse Theatre Service Manager immediately on **03 5559 4999** or **0402 973 030**

Note: all tickets are issued in line with the LPA Ticketing Code of Practice and all relevant consumer legislation.