



Dorrigo Dramatic Club Incorporated
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Exchange and Refund Policy

Dorrigo Dramatic Club does not offer refunds or exchanges as a result of a change in your personal circumstances. A refund or exchange of a ticket is only offered if an event is cancelled or rescheduled, or to the extent otherwise required by law (including the Australian Consumer Law). This includes measures to keep the Old Gazette Theatre COVID Safe.

1. Dorrigo Dramatic Club's Exchange and Refund Policy has been designed to keep everyone as safe as possible.

Please CANCEL or reschedule immediately if:

- you or anyone in your household is showing symptoms of COVID-19 (fever, dry cough, tiredness, aches & pains, sore throat, headache, loss of taste or smell)
- you have possible contact to a COVID-19 case

Refund or exchange in the above circumstances are available up until 2 hours before the show commences. No refunds or exchanges are available after the performance has started.

2. A full refund or exchange will be offered for any tickets to cancelled or rescheduled shows.

What should I do if I'm not feeling well ahead of the performance?

Please don't visit us if you feel unwell. Please err on the side of caution and contact us to arrange an alternative attendance date.

Can I get a refund on my tickets if I can't use them?

If you cannot use your tickets, consider donating the value of your tickets back to Dorrigo Dramatic Club to help to keep community theatre alive in Dorrigo.

Can I offer my ticket to someone else if I cannot use them?

Yes, but you need to advise our Front of House Manager and provide contact details for the new ticketholders. As part of our COVID Safe measures, we require contact details of everyone

attending the theatre. If you are a member of Dorrigo Dramatic Club but the new ticketholder isn't, they simply need to pay the difference in ticket price.

I've missed my performance, what can I do?

Unfortunately, we cannot exchange tickets from a past performance — if you have missed your performance you will need to purchase another ticket.

What safety procedures do you have in place at the theatre?

Your safety is important to us. We have enhanced health and hygiene methods in place, based on NSW government guidelines and expert public health advice, to ensure the health and safety of all our patrons, volunteers and performers.

You will notice some changes when you next visit the theatre. The theatre is registered as COVID Safe and will be operating under COVID Safe guidelines. We will need your help to ensure the theatre remains a positive and safe experience for all.

Please respect and follow these guidelines.