



Postal Address
PO Box 7752
Victoria Street West
Auckland 1141
t. + 64 9 369 5783
e. admin@silotheatre.co.nz

Tickets Exchange and Refund Policy (The Fine Print)

1. Tickets will not be refunded after purchase.
2. Tickets may not be transferred between productions.
3. There are two 2022 Season Memberships types:
 - a. The Full Season Package includes one (1) admission to all four (4) live productions in Silo Theatre's 2022 season: one (1) entry to LIVE LIVE CINEMA: NIGHT OF THE LIVING DEAD, one (1) entry to seven methods of killing kylie jenner, one (1) entry to The Writer and one (1) entry to The First Prime-Time Asian Sitcom.
 - b. The Partial Season Package includes one (1) admission to any three (3) of the live performances in Silo Theatre's 2022 season. The three (3) performances need to be selected at time of purchase and changes between selected performances cannot be made once purchased.

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4. A Season Membership includes special invitations to events over the year, including artist talks.
5. Additional tickets are available, but can only be purchased once a show is on General Public Sale. Season Members can book additional tickets by contacting tickets@silotheatre.co.nz
6. General Sale Under 30 tickets require presentation of date of birth.
7. Silo offers unlimited free ticket transfers for Season Members. Note that you need to contact the Silo Office at least one business working day prior to the original performance to which you hold tickets.
8. Silo Ticketing Hours are 10am - 1pm weekdays, not including Public Holidays and Silo's end of year office closure period.
9. The right of admission is reserved. Each person, including children, must hold a valid ticket. Please check a production's suitability before purchasing tickets.
 - a. Our number one priority is the health and wellbeing of our cast, crew and audience members. Alongside our partner venues, Silo productions will comply with and be operating under the Ministry of Health COVID-19 guidelines and directives. As a result, you will be required to produce a valid My Vaccine Pass to be admitted to a live Silo production.
 - b. In compliance with Covid-19 mandatory record keeping at places and gatherings, the names and contact phone numbers of ticket holders

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are required. If you are purchasing multiple Season Memberships, a member of our team will be in touch to confirm names and contact phone numbers.

- c. Prior to each production, we recommend checking the relevant venue's website to be familiar with their conditions of entry.

10. Latecomers will not be admitted. We urge you to arrive early to avoid disappointment.
11. Season Members will be given best seat priority at our live presentations. However, we cannot guarantee the best seats are available for latecomers.
12. General Admission Tickets are on a first-come, first-served basis. We cannot guarantee a specific seat for our General Admission shows. Please note, seven methods of killing kylie jenner is General Admission.
13. Due to the volume of Season Memberships received each year, we are unable to process forms over the phone. Season Membership forms must be completed online via silotheatre.co.nz/tickets. If you have any concerns, please contact tickets@silotheatre.co.nz. We are happy to help you with any questions.
14. Season Membership digital booking forms are processed internally in the order they are received.
15. Silo Gift Vouchers are redeemable for any Silo production in 2022. If your purchase exceeds the gift voucher total, it can be combined with cash, credit

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card or EFTPOS payment to make up the full amount. If the purchase is less than the voucher's total, no change will be given.

16. Details of Silo productions on our website are correct at the time of publishing. Silo reserves the right to add, withdraw, or substitute artists and to vary the programme should the need arise.
17. Postponements and cancellations: Should Silo have to postpone or cancel any productions in 2022, a ticket refund will be available. For Season Members, the refundable amount breakdown for each production depending on package type is as follows:

The Full Season Package (4):

Night of the Living Dead: \$45.00, seven methods of killing kylie jenner: \$30.00, The Writer: \$45.00, The First Prime Time Asian Sitcom: \$40.00.

The Partial Season Package (3):

Night of the Living Dead: \$45.00, The Writer: \$45.00, seven methods of killing kylie jenner OR The First Prime Time Asian Sitcom: \$30.00.

This policy was last reviewed and updated December 2021