



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. A 2021 Season Ticket includes one admission to Mauri Tau, one entry to Night of the Living Dead and one entry to Break Bread.
4. A Season Ticket includes one invite to 3 special events throughout 2021. Season Ticket Members only are able to attend these events.
5. 2020 credits may be applied to purchase a Season Ticket. Please contact tickets@silotheatre.co.nz to confirm your booking and use of existing 2020 credit. Outstanding credits will need to be resolved by the end of 2021. Please contact tickets@silotheatre.co.nz to arrange use or refund.
6. Additional tickets are available, but can only be purchased once a show is on General Public Sale. Season Ticket Members can book additional tickets by contacting tickets@silotheatre.co.nz

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7. Mauri Tau is an audio-play which will be streamed online digitally. One admission, or ticket, allows for one playthrough of the audio-play on your device at a selected session time during the Matariki season dates.
8. General Sale Under 30 tickets require presentation of date of birth.
9. Silo offers unlimited free ticket transfers for Season Ticket Members. Note that you need to contact tickets@silotheatre.co.nz at least one business working day prior to the original performance to which you hold tickets.
10. Silo Ticketing Hours are 10am - 1pm weekdays, not including Public Holidays.
11. The right of admission is reserved. Each person, including children, must hold a ticket. Please check a production's suitability before purchasing tickets.
12. Latecomers will not be admitted. We urge you to arrive early to avoid disappointment.
13. Season Ticket Members will be given best seat priority at our live performances. However, we cannot guarantee best seats are available for late comers.
14. General Admission Tickets are on a first come, first served basis. We cannot guarantee a specific seat for our General Admission shows.
15. Due to the volume of Season Tickets received each year, we are unable to process forms over the phone. Season Ticket forms must be completed

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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.

16. Season Ticket Member digital booking forms are processed internally in the order they are received.
17. Silo Gift Vouchers are redeemable for any Silo production in 2021. If your purchase exceeds the gift voucher total, it can be combined with cash, credit 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.
18. 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.
19. Postponements and cancellations: Should Silo have to postpone or cancel any performances and/or productions in 2021, a full ticket refund will be available. For Season Ticket Members, the refundable amount breakdown for each production or event is as follows:

Mauri Tau: \$10.00

Night of the Living Dead: \$45.00

Break Bread: \$45.00

Additional events (x 3): \$15.00 each (\$45.00 total)

This policy was last reviewed and updated November 9 2021.