



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. Single Tickets and Super Passes cannot be exchanged or refunded after purchase, except in accordance with the applicable laws in the jurisdiction of purchase.
2. Single Tickets may not be transferred between productions.
3. Super Passes may only be transferred to another person with the approval of Silo Theatre.
4. Super Pass holders:
 - a. Are entitled to book tickets to any/all performances in the Silo Theatre 2025 Season: *Speed is Emotional, Taniwha, Mother Play* and *D.R.A.G (Dressed Resembling a God)* when at least 10% of seats are available at time of booking;
 - b. May only hold one (1) upcoming ticket per Super Pass for each production, at any time. Once that performance finishes, another ticket may be redeemed for another performance of the same production;
 - c. Must provide one (1) working day's notice when pre-booking or transferring for a production;
 - d. May book tickets at the venue box office up to one (1) hour before the performance, where there is at least 10% capacity available;
 - e. Are entitled to free transfers and no booking fees, when booking with Silo Theatre;
 - f. Are not entitled to tickets to other Silo Theatre events including but not limited to: talks, panels, VIP events, fundraisers, auxiliary productions, and digital productions. Tickets to additional events will be offered only at Silo Theatre's discretion;
 - g. May not transfer, sell, or give away their Super Pass tickets to any other person without prior approval from Silo Theatre;

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- h. May have their Super Pass revoked if their actions breach the terms of Silo's Tickets Exchange and Refund Policy.
5. Additional tickets can only be purchased once a production is on General Public Sale. Super Pass holders can book additional tickets by contacting tickets@silotheatre.co.nz
6. General Sale Under 30 ticket holders may be required to present ID to verify their age.
7. Silo Ticketing Hours are 10am - 1pm weekdays, not including Public Holidays and Silo's end-of-year office closure period.
8. The right of admission is reserved. Each person, including children, must hold a valid ticket. Please check a production's age suitability before purchasing tickets.
9. Latecomers will only be admitted at the discretion of venue staff. Productions may have a full lockout with no latecomer admittance. We urge you to arrive early to avoid disappointment. No refund will be provided as a result of a lockout.
10. Super Pass holders will be given best seat priority at time of booking, pending availability. However, we cannot guarantee the best seats are available for latecomers.
11. General Admission Tickets are on a first-come, first-served basis. We cannot guarantee a specific seat for our General Admission productions.
12. Super Pass bookings are processed internally in the order they are received.
13. Silo Gift Vouchers are redeemable for any Silo production in 2025. If your purchase exceeds the Gift Voucher total, it can be combined with cash or credit/debit card payment to make up the full amount. If the purchase is less than the voucher's total, no change will be given.
14. 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.
15. Postponements and cancellations:
 - a. Single Ticket Holders:
 - I. Should Silo have to postpone or cancel any performance/s, a refund will be available to Single Ticket Holders;
 - II. Ticket holders will be refunded the full transaction amount, minus any booking, delivery, and transaction fees.
 - b. Super Pass Holders:
 - I. Should Silo have to cancel any production season in its entirety without substituting another production, Super Pass Holders will be refunded \$50 per cancelled production season;

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- II. Should Silo have to cancel a specific performance, Super Pass holders will not receive a refund and Silo will contact Super Pass holders to reschedule to a viable performance;
- III. Should Silo have to postpone any production season in its entirety, and this means the Super Pass Holder can no longer attend, refunds will be processed on a case-by-case basis at Silo's discretion.

This policy was last reviewed and updated November 2024