



## Tim Bray Theatre Company Terms and Conditions for Bookings and Payments by Education Groups

### Booking and Payment Options for an Education Group

**By credit/debit card:** You can book your group to our shows online using a credit/debit card. Visit our website – <https://timbray.org.nz/whats-on/> – select the show and venue and you will be linked directly to our booking agent's platform.

- The PumpHouse Theatre for our shows at The PumpHouse Theatre, Takapuna
  - Booking Fee \$5 including GST
  - Card Processing Fee 2.5%
- Eventfinda for our shows at Te Oro, Glen Innes; Playhouse Theatre, Glen Eden; Māngere Arts Centre, Māngere & Vodafone Events Centre, Manukau
  - Payment Processing Fee of \$0.25 (per ticket)

**By invoice/direct deposit:** If you require an invoice and/or wish to pay by direct deposit, then seats for your group must be booked as follows:

- For shows at The PumpHouse Theatre fill in their online booking form [here](#). Terms and Conditions for Bookings and Payment are available for The PumpHouse Theatre [here](#).
- For shows at Due Drop Events Centre, Manukau, Te Oro, Glen Innes; Playhouse Theatre, Glen Eden; & Māngere Arts Centre, contact our Schools Engagement Coordinator, email [education@timbray.org.nz](mailto:education@timbray.org.nz) or call 09 486 2261. Terms and Conditions for Bookings and Payment are below:
  - A one-off \$35 (including GST) administration fee is added to all invoices.
  - The Schools Engagement Coordinator will provide the invoice for your booking, and your seats will be confirmed on payment.
  - Invoices are due within seven days, or prior to the show's performance date if that comes first.
  - Invoices should be paid in one sum by Direct Deposit into the bank account on the invoice.
  - If payment is not received by the due date, the booked seats may be released for sale.
  - Groups will not be admitted on their show date unless full payment has been made.

## **Tickets**

Tickets are not required for Education Groups. Your booking is recorded and confirmed by the Schools Engagement Coordinator.

### **Changes to Bookings**

The number of tickets in your booking can be changed up until the invoice payment due date. Additional seats are subject to availability.

Once your invoice has been paid, the booking is considered final.

Tickets cannot be refunded once payment has been made except due to Covid-19 level changes. We have strict Covid-19 procedures in place and all show tickets are either refundable or transferable should the show require cancellation or rescheduling due to Covid-19 alert levels.

If parents or other family members wish to attend as part of the group and pay the discounted price, they must request tickets via the person in charge of making the original booking at the School or Early Childhood Education provider and be included in the group booking that is to be paid by the School or Early Childhood Education provider.

All ticketing changes must be finalised and paid for at least 48 hours prior to the date of the performance. After this time additional tickets may only be purchased online by credit/debit card or at the box office as an individual booking at full price.

Discounted school term tickets cannot be sold to individuals e.g. to parents wishing to bring other family members along with a school or pre-school group.