**Schools FAQs**

**What time do we need to arrive?**

We recommend arriving at least 45 minutes before the scheduled start time for the show, as you will need time to:

* Find an area to wait with your group. The earlier you arrive, the more space there will be in our foyers;
* Give your students the opportunity to buy any food or merchandise;
* Be seated before the last-minute rush.

**What is your latecomer policy?**

For many shows, a lockout period applies. If you arrive late, your group may have to wait outside the auditorium until it is suitable to enter - to avoid disrupting other patrons and the performers.

**When do doors open?**

Doors open 30 minutes before the scheduled start time, unless otherwise specified.

**Where do we collect our tickets?**

Tickets will be mailed to your school once payment is made.

**Can we bring food and drink in?**

If students have a packed lunch, they are permitted to take it into the auditorium (if you arrive

early enough, there may be some space for them to eat as a group in the foyer areas). There is no hot food or drink allowed inside the theatres and drinks such as slurpees that may stain are not permitted. Additionally, please be mindful of packaging that may cause a disturbance during the performance.

**School bags (IMPORTANT)**

We ask that school bags not be brought into the theatres. The cloaking facilities at our theatres are not set up to accommodate large amounts of luggage. Bags will not fit under or in front of the seats in the auditorium and pose an OH&S risk. Small carry bags containing lunch are acceptable. If you came to the theatre by bus, we recommend leaving school bags on the bus.

**When do I have to pay for the group?**

Payment is to be made approximately 6 weeks out from your chosen performance date. Your exact payment date will be advised at the time of booking.

**What if our numbers are less than we paid for?**

Once you have confirmed your booking and made payment, there are no refunds. We apologise for any inconvenience.

**Can we take a group photo?**

Absolutely, stay in your seats after the show is done and we’ll have one of our friendly Front of House staff come and take one for you.

**How much is food and merchandise?**

The theatre’s food and beverage options remain the same for each show. If students have a budget of $12, they will be able to buy something to eat and drink from the theatre bars. As Merchandise changes for each show, once you have booked, we can send you a full price list for food and merchandise for your given show.

**Some final notes:**

For many of our patrons, attending the theatre is a very special experience, something they may not get to do often. This is likely to be the same for your students. We ask that you chat to your students before you arrive to run over the basic expectations. Please remember to be respectful of other patrons and that large groups of students can be quite intimidating for some people. While excitement will be running high, please be conscious of noise, where belongings are being placed, and cleaning up any mess. And most importantly, please enjoy the show.

For any questions regarding a booking, Call Ticketmaster Groups on 1300 889 278 or email [groups@ticketmaster.com.au](mailto:groups@ticketmaster.com.au)

For any venue or show related questions please contact Louis Razuki, Education Coordinator on [schools@marrinergroup.com.au](mailto:schools@marrinergroup.com.au) or (03) 9299 9590