

THE Spiegeltent

WOLLONGONG

Spiegeltent Wollongong is produced by Strut & Fret Production House in association with Merrigong Theatre Company.

General Enquiries & Feedback:

info@merrigong.com.au

(02) 4224 5959

www.spiegeltentwollongong.com

Booking Enquiries

Info@merrigong.com.au

(02) 4224 5999

GENERAL EVENT INFORMATION

What are the dates of Spiegeltent Wollongong?

Thu 12 April 2018 – Sun 6 May 2018 (Excluding all Mondays)

Where is Spiegeltent Wollongong located?

Arts Precinct, Burelli St, Wollongong

What time does the site open?

The Spiegeltent bar will be open at least 1 hour prior to each performance.

The Social Café adjacent to the tent opens:

Trading Hours - When a show is on Tues – Fri: 7.30am - late

Trading Hours - When a show is on Saturday: 8.30am – late

Trading Hours - When a show is on Sunday: – 90mins prior to performance time.

<http://www.merrigong.com.au/your-visit/the-social.html>

Box Office hours at Illawarra Performing Arts Centre are - Weekdays from 10am – 4pm and one hour prior to all performances.

What time does the Spiegeltent Wollongong close?

Spiegeltent Wollongong closing times are at the discretion of the Site Manager.

Is site free to enter?

No, Spiegeltent performances are ticketed. The Social Café and pop up bars will be open to public.

What do I do if I lose a child or parent?

Please notify a member of staff or security immediately.

Where do I report lost articles?

Please notify a member of staff, security or email info@merrigong.com.au

What do I do if I find something?

If you find something, please hand it in to any member of staff and we'll do our best to return the item to its owner.

Where do I report lost and found articles once Spiegeltent Wollongong season is over?

Spiegeltent Wollongong is not responsible for any lost or found property and will give any unclaimed items to charity or to the police at the conclusion of the season.

Will I be photographed while I'm at Spiegeltent Wollongong?

Spiegeltent Wollongong reserves the right to take video recordings and photographs at each event and within the site. On entering Spiegeltent Wollongong site and attending a performance at Spiegeltent Wollongong you consent to be photographed and/or videotaped and acknowledge that the intended use is for archival and/or promotional purposes and authorise use by or on behalf of Spiegeltent Wollongong. Prior consent of photography and filming of minors within the site will be requested.

TICKETING INFORMATION

When will tickets go on sale?

Tickets can be purchased online, via phone or in person at the Illawarra Performing Arts Centre.

Box Office: 32 Burelli St, Wollongong, NSW, 2500

Box Office hours: Weekdays 10am to 4pm, and at least one hour prior to performances.

Box Office phone: (02) 4224 5999

Webpage: spiegeltentwollongong.com

When is Spiegeltent Wollongong's onsite box office open?

The Box Office at Illawarra Performing Arts Centre is open Weekdays from 10am – 4pm and one hour prior to all performances.

Are there any age restrictions to performances?

Age suitability is listed with every performance at Spiegeltent Wollongong.

Do children need a ticket for performances at Spiegeltent Wollongong?

Unless otherwise specified, children under 12 months can sit on the lap of a carer free of charge. Any child over this age must have a ticket. No children, including babies in arms are permitted to Restricted 18+ performances.

Is there a discount for children?

Some productions may offer discounts for concessions and/or families. If family prices are available, they will be listed as 'family'.

What types of tickets are sold by Spiegeltent Wollongong?

The Spiegeltent Wollongong is General Admission and does not have allocated seating.

Adult | Full price tickets

Concession | Some productions may offer discounted ticket prices. This may include Pensioner, Concession Card or Seniors Card. These prices will be listed on the ticket sales page.

Premium (LIMBO only) | Selected premium seating areas close to the stage with priority access to the venue

Family | Maximum 2 adults per Family of 4 tickets.

Companion Card | Companion card holders are entitled to a ticket for their companion free of charge. These can only be booked in person or by phoning the Box Office. Please ensure you present your companion card when you collect your tickets. Companion card tickets cannot be printed at home.*

**Proof of eligibility required and must be presented when collecting pre-purchased ticket or when otherwise requested. If Print at Home tickets have been purchased, then Front of House staff will check relevant eligibility at the venue.*

Can I pre-purchase Drink + Meal vouchers?

Yes, this year we have a \$5 drink voucher and a \$20 drink + meal voucher that can be purchased when buying your tickets.

\$5 Drink Voucher: Your choice of house red, white or sparkling, Hahn Super Dry, light beer or soft drink.

\$20 Drink + Meal Voucher: Your choice of house red, white or sparkling, Hahn Super Dry, light beer or soft drink.

PLUS your choice of meal, from a minimum of three menu options, as identified on the Social menu on the date of your ticket. You will be able to choose from three different meal offers which will include a vegetarian option. See our website for menu details:

merrigong.com.au/your-visit/the-social

Terms & Conditions:

1. This voucher is sold by Merrigong Theatre

Company for the use in the in-house café

“The Social” and theatre bars and is subject to the terms and conditions below.

2. Drink and Meal Vouchers must be used on the date of the voucher either pre or post show.

Closing time of the bars and café on the day will depend on performance times.

3. For meals it is advisable to make a table booking for your group by calling the Social on 4224 5932 or by email at cafe@merrigong.com.au

4. Vouchers are non-refundable.

5. Vouchers cannot be transferred to another date.

6. Patrons are asked to adhere to all and any house rules.

7. Serving of alcoholic drinks will be in accordance with the Responsible Service of Alcohol Guidelines.

Am I eligible for concession?

Discounted ticket prices are available for Pensioner Concession Card, Seniors Card, as well as full-time students. Proof of eligibility required and must be presented when collecting pre-purchased ticket or when otherwise requested. If Print at Home tickets have been purchased, then Front of House staff will check relevant eligibility at the venue.

Do tickets include GST?

Where applicable, GST is included in the ticket price.

Why can't I change my date/time/performance?

Tickets cannot be refunded after purchase except if an event is cancelled, rescheduled or significantly relocated as outlined in the Live Performance Australia Ticketing Code of Practice. For more details, visit www.liveperformance.com.au or Live Performance Australia Ticketing Code of Practice.

TICKET EXCHANGES • LIMBO ONLY

For Merrigong Season Ticket Holders only: Exchanges into another performance of LIMBO, or a performance of a different show in Merrigong's Season are permitted at an exchange fee of \$4.80 per ticket, per exchange. Where performance prices vary, the difference in price will be charged. You will need to return your original tickets to the box office

Can I choose my seat in advance?

No. The Spiegeltent Wollongong is a General Admission venue and does not have allocated seating. Please arrive early to ensure you can get the seat you prefer.

Can I book a booth in a Spiegeltent?

No. Booth seats are included within the General Admission price, but are unallocated.

What is General Admission?

This means that your ticket does not assign you a specific allocated seat at the venue.

What happens if I am running late for a performance? Will they let me in? Do I get a refund on my ticket?

Being late affects performers and the rest of the audience. This is so important that some artists specifically ask that latecomers not be admitted. Spiegeltent Wollongong therefore reserves the right to exclude latecomers to certain events or to admit them only during a suitable break in the performance. Spiegeltent Wollongong regrets it is not possible to refund a completed booking. Please respect the Front of House staff's instructions.

Is there any basic etiquette I need to be aware of?

You are not allowed to use mobile phones, paging devices, alarm or chiming watches during performances. Using cameras or other recording devices is a breach of copyright and absolutely not allowed. Be nice and remember to consider those around you who are also trying to enjoy their night out.

WHAT SHOULD I BRING TO SPIEGELTENT WOLLONGONG?

What should I bring into Spiegeltent Wollongong?

- » Proof of age or any concession cards you require
- » Tickets (if you're seeing a show at Spiegeltent Wollongong)
- » Shoes (Bare feet are not ok. Wear shoes at all times!)
- » During the day... sun protection!
- » In case of wet weather, patrons are advised to bring an umbrella or appropriate clothing.

What can't I bring into Spiegeltent Wollongong?

- » **Alcohol** (We are licenced - you cannot bring in or take alcohol from the area. Just like a pub or club. There is a bag search at Spiegeltent Wollongong's entrance, where any banned items will be confiscated and not returned.)
- » **Liquids** (Unfortunately some people want to smuggle in alcohol, which breaches our Liquor License. But, water is freely available once inside.)
- » **Pets and animals** (unless assist dogs)

» **Professional cameras without prior permission** Anyone with a professional camera must have prior permission from Spiegeltent Wollongong. Please contact exclusively@strutfret.com

» **Any other items considered illegal or dangerous**

Can I bring my own food?

No. outside food is not allowed unless in case of medical requirement. Drinks, meals and snacks can be purchased from The Social Café adjacent to the tent. You can also pre-purchase drink and meal vouchers when you purchase your tickets.

Can I use my camera or recording device at Spiegeltent Wollongong or inside Spiegeltent Wollongong's venues during a performance?

The use of cameras, videos or other recording devices is strictly prohibited inside Spiegeltent Wollongong's venue. Outside of venues - we love happy snaps! Post them, share them and generally snap away (#SPIEGELTENTWOLLONGONG). All professional photography and filming needs prior approval from Spiegeltent Wollongong team with advance notice. Please contact exclusively@strutfret.com

Can I distribute promotional materials at Spiegeltent Wollongong?

No. No flyer, leaflet or poster inside or on the outside perimeter of Spiegeltent Wollongong is permitted, without prior permission of Spiegeltent Wollongong.

FACILITIES

Will there be ATMS?

The closest ATM is at Illawarra Performing Arts Centre.

Are credit cards and EFTPOS accepted onsite?

Yes, at the bar and box office.

Are cigarettes sold onsite?

No.

Is smoking allowed?

The Smoke-free Environment Act 2000 bans smoking within 4 metres of a pedestrian access point to a public building. Please consider others and use common sense when choosing a place to smoke and dispose of all butts in bins provided. No smoking is permitted inside the Spiegeltent.

Where can I park?

On-street parking is available in the areas around IPAC and Wollongong Town Hall. Off-street parking is also available at the Stewart Street East Car Park is located within a 10 minute walk of the Wollongong Arts Precinct. Patrons are advised to check restrictions before leaving their vehicle. Further information can be found at <http://www.merrigong.com.au/your-visit/location-transport.html>

Access to tent for wheelchairs, people who are hearing impaired or vision impaired

Companion Cards are accepted. The Spiegeltent Wollongong makes every effort to ensure our site and events are accessible to our entire audience. The Spiegeltent is accessible using an alternative entrance. If you need additional assistance, please make yourself known to Front of House staff and they will be happy to assist.

Companion Cards can only be booked in person or by phoning the Box Office. Please ensure you present your companion card when you collect your tickets.

Do I have to queue?

Yes, all our tickets are General Admission - seats are unallocated. Please arrive early to line up and ensure you can sit where you prefer.

TAKING PART

Can I perform at Spiegeltent Wollongong?

Spiegeltent Wollongong is a curated event.

Can I busk at Spiegeltent Wollongong?

No busking, begging, preaching, soap boxing or selling is permitted on the site, without prior permission of Spiegeltent Wollongong.

Can I volunteer at Spiegeltent Wollongong?

No. All Spiegeltent staff are employees.

