

# Ticketing Info

Helpful hints for your best event experience!

Please note that all advertised prices on our website and brochures include \$4.00 booking fees. By booking your tickets online you can save \$1.50 per ticket. Booking fees do not apply for movies.

## Ticketing

### Pricing

Adult (18+) - \$19.00  
 Student (12yrs+)/Concession (High school students will be required to show their SmartRider card to obtain the Student Concession) - \$16.00  
 Child (12yrs & Under) - \$13.00

### Concession tickets

Concession tickets are available for Healthcare card holders, Government issued pensioners, seniors card holders, carers card holders, full-time tertiary students and persons aged 18yrs and under. Proof of eligibility is required when purchasing or collecting concession tickets.

### Group tickets

Groups booking are available for a minimum of 10 people for selected performances. To find out about availability of group bookings, please call us on (08) 9158 9368.

### Ticket refund and exchange policy

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 (see [liveperformance.com.au](http://liveperformance.com.au) for conditions). Please review your event and date selection carefully prior to purchasing your tickets.

### Lost or stolen tickets

We are able to replace lost or stolen tickets to assigned seat events provided you gave us your name and address at the time of purchase. Lost or stolen tickets to assigned seat events are reissued by the Box Office on the day of the event and you must present photo identification to collect the reprinted ticket.

Unfortunately, we are unable to replace tickets to general admission events such as regular movies and advise that you keep them in a safe place until they are required to avoid disappointment.

### Children 3 years and under

Children 3 years and under can sit on a lap for free, however if they wish to have their own seat a ticket will need to be purchased.

Please note: online ticket sales close one hour prior to the movie start time. Tickets will be available from the box office.

## Bookings

### Online

Visit [www.mattdann.com](http://www.mattdann.com)  
 Please note that online bookings close one hour prior to the event.  
 Payment method: credit card payment only (Mastercard or Visa accepted) - secure payment.

Note: if you have registered online before, please use your existing account (or access our 'forgot password' function) so we can recognise you for priority processing.

### By phone

(08) 9158 9368  
 Monday-Friday, from 8am to 5pm  
 Payment method: credit card payment only (Mastercard or Visa accepted).

Note: Tickets will not be sent by mail. They can be collected from the box office or sent by email.

## Box Office

You can collect your tickets in person by making pre-arrangement by phone on 9158 9368.

Please note that the Matt Dann Theatre & Cinema is located with in Hedland Senior High School and access to the theatre is restricted between the hours of 7am - 3:30pm. Please call prior to arrival to arrange pick up's during this time.

Payment method: eftpos, cash, cheque and credit card accepted.

## From the Libraries - NEW!

Alternatively you can now purchase tickets to all Matt Dann Theatre & Cinema events at the Port Hedland Library and South Hedland Library.

## Warnings

We do not intend to offend our audiences; however, some productions contain coarse language, mature themes, smoke effects and material that can offend. Full information can be found on the show pages.

## Accessible seating

We welcome guests with disabilities into our venue. To ensure the best service and to facilitate your access to the theatre, please let us know when making your reservation.

## Cancellations

In the event that a movie screening or a live show is canceled, the Matt Dann Theatre & Cinema will aim to reschedule the event to the first appropriate available time. If a patron has already purchased tickets to the canceled event, then their tickets will be valid for the rescheduled event. If a patron cannot attend the rescheduled event, or if the Matt Dann Theatre & Cinema cannot offer a rescheduled event, then patrons will be reimbursed for their purchase or provided with complimentary tickets to cover the costs of the tickets.

## Start time & Latecomers

Doors and kiosk open one hour prior to the events, the Matt Dann Theatre & Cinema makes every effort to begin live performances at the published start time. Please note carefully the start time of the shows as allocated seats will not be guaranteed after the start of the performance. Latecomers will be asked to wait in the foyer and will only be accepted into the theatre at a suitable break in the program. The late seating break is determined by the artists and is designed to cause as little disruption as possible to other patrons and the artists on the stage. For the movies, latecomers will not be admitted into the cinema after the start of the films and no refunds will be made.

We recommend that patrons arrive at the Centre at least 20 minutes prior to the performance start time to avoid delaying the performance and inconveniencing other patrons.

Photographs, audio, and video recordings are prohibited.

## CONTACT US

35 Hamilton Road, South Hedland WA 6722  
 Email: [mdinfo@portheadland.wa.gov.au](mailto:mdinfo@portheadland.wa.gov.au)  
 Tel: (08) 9158 9368



## OPENING HOURS

Office Hours:  
 Monday-Friday: 8:30am-4:30pm  
 Box Office Hours:  
 Open from one hour prior to events

Brought to you by:



Children under 12 must be accompanied by an adult