

## **TE AROHA DRAMATIC SOCIETY INC**

### **POLICY AND PROCEDURE FOR PERFORMANCE POSTPONEMENTS AND CANCELLATIONS**

#### PERFORMANCE POSTPONEMENTS

In the event of any performance being postponed for any reason, the following policy and procedure shall be followed:

1. The decision to postpone a performance shall be made by a majority of contactable Committee members. Preference is for a formal extraordinary Committee meeting to make this decision but this may not always be possible. Decision may be made on an informal basis via telephone due to the urgency to contact ticket holders affected.
2. All cast and crew including front-of-house volunteers are to be notified of the postponement by a designated Committee member as soon as practically possible.
3. Notification of the postponement shall be posted on the Society's website, our ticket sales platform (Ticketor) and our social media platforms and Community Facebook groups and Radio Te Aroha with contact details of the person processing alternative booking dates and / or refunds as per clause 6 below.
4. A sign notifying about any postponed performance shall be posted on the theatre's front door with the reasons for the postponement and how to contact the Society to arrange ticket transfers to another performance or get a refund.
5. A member of the Society's Committee shall immediately contact our retail ticket sale provider to halt sales for the affected postponed performance and will obtain copies of paper ticket purchaser details from our retail ticket provider.
6. All persons who have purchased tickets for the affected performance(s) shall be contacted as soon as practically possible to inform them of the postponement and inform them of alternative booking dates and times that are available. This will be undertaken by direct message from the Ticketor online booking system for those patrons who have purchased tickets online and by telephone for patrons who have purchased tickets manually via the Society's retail business provider.
7. Purchasers of postponed performances shall be offered alternative show date(s) in the first instance.
8. If a purchaser is unable to attend one of the rescheduled performances, he/she shall be offered a full refund of monies paid for tickets purchased. This shall include both the ticket price and booking fees paid.
9. At least 45 minutes prior to what would have been a performance, a Committee member shall staff the theatre doors to inform ticket holders what has happened to ensure that any ticket holders who haven't been contactable are informed personally of the cancellation and how to exchange or get ticket refunds.
10. A written record of ticket holders that have transferred to a new date or require refunds shall be kept and forwarded to the Treasurer for information and actioning.
11. A copy of this policy shall be posted up on the Society's website and online ticket sales platform.
12. This policy and procedure shall be reviewed by the Society's Committee at least once every 5 years.

Passed by unanimous Committee resolution on 12 September 2023.

## PERFORMANCE CANCELLATIONS

In the event of any performance being cancelled for any reason, the following policy and procedure shall be followed:

1. The decision to cancel a performance or season shall be made by a majority of contactable Committee members. Preference is for a formal extraordinary Committee meeting to make this decision but this may not always be possible. Decision may be made on an informal basis via telephone due to the urgency to contact ticket holders affected.
2. All cast and crew including front-of-house volunteers are to be notified of the postponement by a designated Committee member as soon as practically possible.
3. Notification of the cancellation shall be posted on the Society's website, our ticket sales platform (Ticketor) and our social media platforms and Community Facebook groups and Radio Te Aroha with contact details of the person refunds as per clause 5 below.
4. A sign notifying about any cancelled performance or season shall be posted on the theatre's front door with the reasons for the cancellation and how to contact the Society to arrange ticket refunds.
5. A member of the Society's Committee shall immediately contact our retail ticket sale provider to halt sales for any cancelled performance or season and will obtain copies of paper ticket purchaser details from them.
6. All persons who have purchased tickets for the affected performance(s) shall be contacted as soon as practically possible to inform them of the cancellation and inform them of refunds that will be processed. This will be undertaken by direct message from the Ticketor online booking system for those patrons who have purchased tickets online and by telephone for patrons who have purchased tickets manually via the Society's retail business provider.
7. Refunds shall include both the ticket price and booking fees paid.
8. A written record of ticket holders that require refunds shall be kept and forwarded to the Treasurer for information and actioning.
9. A copy of this policy shall be posted up on the Society's website and online ticket sales platform.
10. This policy and procedure shall be reviewed by the Society's Committee at least once every 5 years.

Passed by unanimous Committee resolution on 12 September 2023.