

## **Flexible Ticketing Policy Te Ahurei Toi o Tāmaki Auckland Arts Festival.**

1. Policy applies to performances of ***A Streetcar Named Desire, SMASHED – The Nightcap, Belle – A Performance of Air and Lula Washington Dance Theatre***, in New Zealand at Auckland Arts Festival 2025.
2. Tickets may only be exchanged for performances of the originally purchased season – i.e. ***A Streetcar Named Desire, SMASHED – The Nightcap, Belle – A Performance of Air and Lula Washington Dance Theatre***.
3. Exchanges must be made no later than 48 hours prior to start of originally-ticketed performance.
4. Tickets may be exchanged for any other single performance to the same show on sale at time of exchange, subject to seat availability, blackout dates, sold-out performances and other restrictions. Exchanges may not be made for same performance.
5. Exchanges will only be made for tickets purchased through the authorised ticket seller for the venue, **Ticketmaster**.
  - a. You can do this directly from within the Ticketmaster app via My Account, see [this link](#) for instructions on how to do this. Alternatively, you can [submit a request](#).
  - b. For group sales please contact your groups representative. This exchange policy does not apply to tickets purchased through the Ticketmaster Groups Department.
  - c. Exchange requests can only be made by the original purchaser.
6. Exchanges will be valued at original face value of the ticket purchased. Additional payments apply if choosing a performance or section that costs more than the original or if exchanges are from an originally-discounted ticket into a performance with no discounted tickets available.
7. Guests may receive partial refunds if the face value of the original ticket is higher than the face value of the new ticket. Refunds are not otherwise allowed except as guaranteed under New Zealand consumer law.
8. New special offers may not be applied to exchanged tickets.
9. Exchanges may not be made to reduce the total number of tickets originally purchased.
10. Upon exchange, original tickets will be voided and will not allow access in to the performance. Customers must present newly issued tickets for entry into the performance.
11. Complimentary tickets and resold tickets are not eligible for exchange.
12. Other restrictions may apply. Exchange policy may change or be revoked without notice.

## **WHO ARE THE AUTHORISED TICKET SELLERS?**

The authorised ticket seller for ***A Streetcar Named Desire, SMASHED – The Nightcap, Belle – A Performance of Air or Lula Washington Dance Theatre*** at Kiri Te Kanawa Theatre, Aotea Centre or The Spiegel Tent Aotea Square Auckland is [Ticketmaster](#).

If you attend a performance of ***A Streetcar Named Desire, SMASHED – The Nightcap, Belle – A Performance of Air or Lula Washington Dance Theatre*** at Kiri Te Kanawa Theatre, Aotea Centre or

*The Spiegeltent Aotea Square*, Auckland with a ticket purchased via an unauthorised re-seller such as Viagogo, TradeMe, eBay, Queen of Tickets, or similar, you may be refused entry to the Event.

Please be advised, the venue and producer has no obligation to honour tickets purchased via unauthorised re-sellers, we strongly encourage all ticket purchases to be completed through the authorised seller only.