

EXCHANGE POLICY BRISBANE

This policy applies to performances of *Moulin Rouge! The Musical* at the **Lyric Theatre, QPAC in Brisbane.**

Tickets may only be exchanged for other performances of *Moulin Rouge! The Musical* at the **Lyric Theatre, QPAC in Brisbane.**

Exchanges must be made no later than 7 days prior to start of originally ticketed performance.

A \$3.50 per ticket fee applies and an exchange may be subject to additional fees.

Exchanges are subject to availability at the time of exchange and must be of equal value of the original ticket(s) purchased. If you wish to exchange to a higher-priced ticket(s), you will be asked to pay the difference in ticket price. If the new ticket is less than the original ticket price, there will be no partial refunds provided.

No exchanges or refunds can be provided after the deadlines listed above, after a performance date or otherwise except as guaranteed under Australian consumer law.

Please note: We can only assist those who purchased their *Moulin Rouge! The Musical* tickets on QPAC or QTIX, the authorised ticket sellers for the Lyric Theatre, QPAC in Brisbane, or through approved partners. If you purchased tickets through any other avenue, please contact the seller directly to learn more about their refund and exchange policy.

Tickets may be exchanged for any other single performance on sale at time of exchange for the Brisbane season, subject to seat availability, blackout dates, sold-out performances and other restrictions. Exchanges may not be made for same performance.

Exchanges will only be made for tickets purchased through the authorised ticket seller for the venue:

- a. For tickets purchased via QPAC or QTIX, call 136 246
- b. For group sales please contact your groups representative. This exchange policy does not apply to tickets purchased through the QPAC Groups Department.
- c. Tickets purchased via 3rd party providers are subject to their exchange policies. Please note that QPAC and QTIX are the only authorised sellers for tickets of *Moulin Rouge! The Musical* at the Lyric Theatre, QPAC in Brisbane.

Exchanges will be valued at original face value of the ticket purchased. Additional payments apply if choosing a performance or seating that costs more than the original or if exchanges are from an originally discounted ticket into a performance with no discounted tickets available.

New special offers may not be applied to exchanged tickets.

Exchanges may not be made to reduce the total number of tickets originally purchased.

Upon exchange, original tickets will be voided and will not allow access into the performance. Customers must present newly issued tickets for entry into the performance.

Complimentary tickets and resold tickets are not eligible for exchange.

Other restrictions may apply. Exchange policy may change or be revoked without notice.