

# Community Partner Program Terms and Conditions



## Application Process

Applications are only accepted from Organisations or Community Groups, not individuals.

Community Partner Program applications are valid for one financial year (July 1 through to June 30 inclusive).

Organisations and Community Groups must apply to be a part of the Community Partner Program (henceforth referred to as a "Community Partner") via the online application form prior to June 30 applications received after this date will not be assessed until the following year.

Organisations and Community Groups understand that a new application form must be completed and submitted annually, and that being a Community Partner in the past does not guarantee that the partnership will automatically be renewed.

Organisations and Community Groups are permitted to reapply for the Community Partner Program every year.

During the application process Organisations and Community Groups will provide one key contact who will be the first point of call for all communications from Arts Centre Melbourne.

## Community Partners' Responsibilities

Community Partners will provide one key contact from their Organisation or Community Group. The key contact agrees to receive and respond to all correspondence from Arts Centre Melbourne pertaining to the Community Partner Program and Community Partnership including, but not limited to, booking tickets and providing feedback.

Community Partners will advise Arts Centre Melbourne of any changes regarding their key contact so up to date records are maintained.

Community Partners will work with Associate Producer Access & Inclusion to develop a goal or goals to be achieved through the year of partnership with Arts Centre Melbourne.

Community Partners will discuss with the Associate Producer Access & Inclusion all accessibility requirements and any logistical and ancillary support required for a visit to Arts Centre Melbourne.

Community Partners will provide feedback to the Associate Producer Access & Inclusion after each Community Partner Program experience at Arts Centre Melbourne. Community Partners agree to complete evaluation and feedback surveys, and provide written feedback on request.

Community Partners agree to be photographed and filmed for publicity, marketing and documentation of the Community Partner Program. Arts Centre Melbourne will provide Image Release Forms which the Community Partner agrees to distribute to and discuss with their members as required.

Community Partners will return these forms to Arts Centre Melbourne.

# Bookings

The Victorian Arts Centre Trust ABN 83 295 983 059 trading as Arts Centre Melbourne (“ACM”) is a member of Live Performance Australia (“LPA”) and adheres to the LPA Ticketing Code of Practice. [Click here to download ACM's Terms and Conditions of Purchase](#). These terms and conditions apply to Community First Call Fund Partner reservations for performances.

## 1. Selecting a performance

- a. Community Partners are eligible for tickets to any “*Arts Centre Melbourne presents*” performances, workshops, tours, and events, including but not limited to, theatre, dance and music productions at all Arts Centre Melbourne venues.
  - i. Occasionally, ACM will not have access to tickets for performances presented by external production companies and hirers of Arts Centre Melbourne’s venues; in these instances, such performances will not be available through the Community Partner Program.
- b. Performances should be selected in consultation with the Coordinator of Community Engagement.
- c. The advertised value of the ticket does not impact the offer. That is, Community Partners are eligible to request higher price point tickets to “*Arts Centre Melbourne presents*” performances. However, the ticket price of selected shows may impact on the number of tickets that are available at any time.
- d. Some performances are very popular and, as such, tickets to all performances are subject to availability.

## 2. Making a reservation

- a. All ticket requests must be received writing, via email, to the Associate Producer Access & Inclusion at [community@artscentremelbourne.com.au](mailto:community@artscentremelbourne.com.au). This request must include the name of the performance, the preferred date and time of the selected performance, number of tickets required, and details of any access requirements.
- b. ACM will advise the Community Partner of availability.
  - i. If tickets are available, the Associate Producer Access & Inclusion will make and hold the booking on behalf of the Community Partner for the number of tickets requested.
  - ii. If tickets are not available, the Associate Producer Access & Inclusion will advise the Community Partner of alternative options.
- c. The Community Partner is asked to nominate a Contact who, on the day of the performance, will be available to collect the tickets from the Arts Centre Melbourne Box Office and distribute these accordingly.

## 3. Amending a reservation

- a. Community Partners have up to ten (10) days prior to the scheduled performance decrease numbers.
- b. Amendments must be sent in writing to the Associate Producer Access & Inclusion at [community@artscentremelbourne.com.au](mailto:community@artscentremelbourne.com.au)

- c. All requests for increasing numbers are subject to ticket availability and must be requested at least ten (10) days prior.

#### **4. Confirmation of booking**

- a. Upon finalisation of numbers, ACM will send an email confirming the name of the performance, the date and time of the performance, location and venue details, number of tickets, details about ticket collection, and information regarding transportation options and assistance.
- b. The Community Partner must provide the Associate Producer Access & Inclusion with the name of a contact person who is able to collect tickets on behalf of the group from the ACM Box Office on the day of the performance and distribute these accordingly.
- c. If a contact person is not available, the Community Partner will be asked to supply the Associate Producer Access & Inclusion with a list of names of all community members attending the performance. This will assist in ticket collection on the day of the performance.

## Conditions

When visiting Arts Centre Melbourne, Community Partners and their members agree to [Arts Centre Melbourne's Conditions of Entry](#)