CROWN THEATRE
PERTH

CONDITIONS OF ENTRY

These conditions of entry are designed to ensure the enjoyment and safety of all visitors to Crown Theatre Perth (Venue) and by entering the Venue you agree to comply with these terms and conditions.

- Guests of the Venue must comply with the Western Australian Government's directions and public health orders and Crown's policies and procedures that are in place at the time of their visit.
- The resale of tickets is subject to the Ticket Scalping Act 2021 (WA). Tickets resold for an amount exceeding 110% of the original ticket price may be cancelled or deemed invalid without a refund or exchange, and the ticket holder may be denied entry into the event and/or Venue.
- The movement of guests within the Venue and its surrounds will be subject to monitoring by cameras.
- Patrons are required to be aware that once inside the theatre auditorium lighting levels may be lowered or varied.
- Guests must follow all reasonable directions of Venue staff.
- Guests must present a valid event ticket to gain entry to the Venue. Guests must present current photo identification upon the request of Venue staff when collecting tickets, to confirm a guest's age or as proof of concession for concession tickets.
- Guests must occupy the seat allocated to them as indicated on their ticket.
- Admission to the event or performance may be restricted or delayed for latecomers or guests who choose to leave during the event or performance. Patrons arriving late or requiring re-entry will not be admitted into the auditorium until a suitable break in the performance. Latecomers may not be seated in their ticketed seat, but in an alternate area nearer an entrance where minimal disruption will be caused to performers or seated attendees. This is at the discretion of the venue staff.
- The operator of the Venue reserves the right, to add, withdraw or substitute event or performance participants; vary seating arrangements, audience capacity, venues or program time; cancel, delay or interrupt a performance or event as it deems necessary for any reason whatsoever, including for reasons outside the operator's control, and the guests are not entitled to make any claim whatsoever against the Venue operator.
- Guests who present a ticket which was acquired in breach of its terms and conditions of sale, including being purchased at a premium or from an unauthorised point of sale, may be refused entry to the Venue.
- Guests who have been issued a complimentary carer's ticket must collect the ticket from the Venue box office on the date of the event or performance in person and must present their Companion Card, otherwise the Venue operator may request payment for the carer's ticket.
- No exchanges or refunds of tickets are offered except where required in the accordance with applicable laws and the Live Performance Australia Code of Practice for Event Ticketing in Australia. This includes but is not limited to when a ticket holder cannot attend because of adverse weather conditions, a change in personal circumstances or due to the behaviour of other audience members.
- Keeping tickets safe is the responsibility of the patron. Lost or stolen tickets may be replaced at the sole discretion of the Venue operator subject to the provision of adequate identification and printing fees.
- Personal possessions including handbags, bags or backpacks must not exceed the size of A4 piece of paper. Patrons with items larger than A4, motorbike helmets and umbrellas must use the onsite lockers or cloaking facilities prior to entering the Venue.
- Prams, strollers and walking frames are not permitted in the Venue and must be stored in cloaking facilities prior to the event.

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- Items stored in cloaking facilities are stored at the guest's risk.
- Patrons are responsible for their own belongings at all times. Bags or possessions should not be left unattended at any time.
- Patrons voluntarily assume all risk of all damage and loss - including property damage, personal injury (including death), economic and consequential loss - whatsoever and howsoever arising (including by negligence) at the Venue including damage or loss caused by the acts or omissions of other guests or any other person or thing present at the Venue.
- Guests who cause damage to property or injury to another person while at the Venue will be held responsible for that damage or injury.
- No external food or beverages are permitted into the Venue.
- Hot beverages and glassware are not permitted in the Venue. Cold beverages may be taken into the Venue provided they are decanted into plastic containers.
- In accordance with the Liquor Control Act 1988 (WA), patrons who are drunk or who appear drunk or who engage in violent, quarrelsome, disorderly or indecent behaviour will be refused entry to or asked to leave the Venue.
- Alcoholic beverages must not be taken from the Venue.
- Patrons with smaller mobility assistance devices such as walking sticks or crutches may store them under their seats provided no exits are blocked. Venue staff may, in their sole discretion, request these items are placed in cloaking facilities.
- Venue staff may relocate any guests, including those who use motorised mobility devices from their allocated seats if Venue staff deem, in their sole discretion, that the mobility device poses a safety hazard.
- Patrons may not bring animals into the venue, other than certified assistance or service animals which must be in the company of its registered owner and remain on a lead at all times.
- Smoking of any kind is not permitted in the Venue.
- The following items are not permitted in the Venue: professional cameras, video recording devices, selfie sticks, laser pointers, banners/posters or signage of greater than 1m x 1m, knives or weapons, chewing gum, musical instruments or animals unless they are an accredited assistance animal.
- Guests shall not photograph, record, copy, reproduce, transmit or aid in transmitting any description, picture, account or reproduction of an event or performance at the Venue without the express written authorisation of the Venue operator. The Venue operator may require guests to delete any recording of any event or performance prior to leaving the Venue.
- The distribution or selling of any unapproved advertising or merchandise at the Venue is prohibited.
- In the event of an emergency or the need to evacuate the Venue, guests must comply with the reasonable directions of Venue staff. Please ensure you familiarise yourself with location of the emergency exits whilst in the Venue.
- Guests under 18 years of age must be accompanied by a parent or guardian when attending the Venue.
- Patrons acknowledge and accept these conditions of entry may be amended from time to time without notification.

Current as of 15 April 2026.