

## Theatre Club

Kia ora,

Congratulations on booking an Auckland Theatre Company Theatre Club for the 2025 season. Whether you're a first time subscriber or a seasoned pro, you'll know how important it is that everyone in your group receives the correct information.

We have created this handy document as an easy way to keep track of which tickets are handed out to each Theatre Club member, as well as to answer some frequently asked questions to help make organising your group a breeze.

As always, if you would like to discuss anything to do with your Theatre Club or ticketing, please contact the box office team either by phone, **09 309 3395**, or email, **boxoffice@atc.co.nz**.

Thank you for choosing to be a 2025 Theatre Club subscriber. We hope you and your group enjoy this year's season.

Ngā manaakitanga,

**The ATC Box Office Team**

### **FAQs:**

#### **Can I exchange my Theatre Club ticket to another show?**

Yes – as a subscriber you get the benefit of being able to exchange your tickets to any performance within that season without any transfer fees. However, as your tickets are moving away from the group of six or more people, you will be charged the difference between a Theatre Club and a standard subscriber ticket. Please let the group know of this condition when exchanging tickets.

#### **What happens if I want to move my entire theatre club?**

You are able to move your entire group, or a group of six or more, to another day within a particular show season free of charge.

#### **How do I exchange my tickets?**

Just get in touch with the box office. You can email, call or fill in our online exchange form at [www.atc.co.nz/exchange](http://www.atc.co.nz/exchange). Exchange requests must be received at least 48 hours before the date of the performance you wish to move from.

#### **One of our group members is unable to make it, can we still use their ticket?**

Yes – just make sure that the new person has a copy of the correct ticket to be admitted into the theatre. If you need the ticket to be reprinted, all you need to do is come to the box office before the performance with the seat number of that ticket. If the original ticketholder wishes to move their ticket to another performance, the standard ticket exchange process will apply.

#### **Will the other members of my group receive emails from Auckland Theatre Company?**

Yes – please email us with their names and email addresses. We will mark them as a 2025 subscriber, and they will also receive subscriber updates. If we aren't informed who is a part of the club, we won't know who to send information to. Anything related specifically to the booking (i.e. the pre-show email or notice of a cancelled performance) will be sent only to the person in whose name the booking is under.

## Theatre Club Ticket Tracking Form

Use this form for your own reference to keep track of which tickets you have given to each group member. Just note down the seat numbers of the tickets you give them. You're welcome to send a copy of this chart to the Auckland Theatre Company box office so that we also have the information: [boxoffice@atc.co.nz](mailto:boxoffice@atc.co.nz) or PO Box 96002, Balmoral, Auckland, 1342

	<b>Theatre Club Member</b>	<b>a mixtape for maladies</b>	<b>Agatha Christie's Murder on the Orient Express</b>	<b>End of Summer Time</b>	<b>Romeo &amp; Juliet</b>	<b>MARY: The Birth of Frankenstein</b>	<b>TIRI: TE ARAROA WOMAN FAR WALKING</b>
<i>Example</i>	<i>Joan Smith</i>	<i>E14</i>	<i>F16, F17</i>	<i>C10</i>	<i>D17</i>	<i>D17</i>	<i>D17</i>
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