

Royal New Zealand Ballet Specific COVID-19 Ticketing Terms & Conditions

1. You must not attend a Royal New Zealand Ballet (RNZB) performance if the following applies to you or any members of your group:
 - You are currently subject to an isolation period
 - You are awaiting the results from a COVID-19 test
 - You are feeling unwell with symptoms associated with COVID-19 (e.g. fever, cough, sore throat, shortness of breath, sneezing/running nose, loss of sense of smell and/or taste)
 - You have come into close contact with any known or suspected case of COVID-19 in the past 14 days
2. An exchange to an alternative performance, an on-account credit (to use towards future purchases) or a refund may be authorised by the RNZB due to isolation or illness associated with COVID-19. If your booking is as part of a group, you are of course very welcome to pass your ticket on to another friend or family member.
3. If you are feeling uneasy about attending an RNZB performance due to COVID-19, an exchange to an alternative performance in the same calendar year or an on-account credit towards future purchases may be authorised by the RNZB. If your booking is as part of a group, you are of course very welcome to pass your ticket on to another friend or family member.
4. If the RNZB needs to cancel a performance due to COVID-19, you will be entitled to a full refund.
5. You agree that we may have to share your personal data with the Ministry of Health for the purposes of contract tracing.
6. The primary ticket purchaser (account holder) is responsible for knowing the contact details of all attendees in their group (including their full name, contact email and contact phone number). In the event the primary ticket purchaser is contacted directly by the Ministry of Health for the purposes of contact tracing, they must make these details available to the Ministry of Health for that purpose.
7. When purchasing a ticket for an RNZB performance, and when entering any venue in which the RNZB is performing, you agree to comply with all COVID-19 related directions which apply to your performance venue at the time of the performance. Failure to do so may mean you will be removed from the venue. This includes both government directives and any special conditions which may be imposed by the venue.

To get in touch regarding exchanges or to apply for a refund due to COVID-19, you need to contact your point of purchase. If you purchased your tickets through the RNZB please contact the RNZB Ticketing Team by emailing them at subscribe@rnzb.org.nz. If you purchased your RNZB tickets from a Ticketing Agency, please contact the agency directly.

These terms and conditions were last reviewed and updated in February 2022. They apply to all tickets already issued and currently on sale for 2022 performances.