

Friday 4 August, 2023

### **Lambton Live: Rewind ticket sales**

Dear Parents and Carers,

Very soon tickets are going on sale for our whole-school Lambton Live: Rewind event. After doing our research, we will be using an online ticket selling website called '**Ticketebo**'. We have selected this website for its features, ease of use and low booking fees. We hope that you will find booking tickets via Ticketebo easy and relatively stress-free. <https://ticketebo.com.au/lambtonlive:rewind>

Before tickets go on sale, allow me to share with you some very important information about the venue's capacity (NEX Wests) and our approach to selling tickets. **Please read this carefully.**

#### **Venue capacity**

Lambton Live will take place in 'The Arena' the largest function room at NEX Wests. This room has a maximum capacity of 1200 people. Our overarching intention has always been that Lambton Live is for **students** and their **parents**. Therefore, students will be in the audience (occupying a chair) when they are not performing and taking up some of the space in the venue. Some schools may run an event like this with students in a separate holding room, but this goes against our philosophy that this event is for the students too. Having students and staff in the room, will reduce the maximum capacity by approximately 370 seats. This means that there is a limit of 830 seats available for sale to parents and family members.

#### **Ticket prices**

Our objective for this event has been to break even and cover the costs associated with running the event. On your Term 3 overview of costs sent out in Week 1, we indicated that ticket prices would likely be \$35. However, we now think we can cover costs with tickets for sale at **\$30 each**. Students will not be required to pay for a ticket, but they will have allocated seating in the audience.

#### **Ticket sales process**

There are currently 260 families with children attending LPS. There will be 2 tickets per family available in Round 1 (not per child). Tickets will be general admission without allocated seating numbers, and they will be sold in two rounds. In the first round, our priority is offering tickets to student's parents and carers ONLY. Parents and carers will be able to purchase a maximum of 2 tickets in round 1. For those families that are separated, both sides of the family are invited to purchase up to 2 tickets in round 1. **Round 1 tickets will go on sale at 7pm on Sunday 6 August** and close at 7pm on Friday 18 August. Once round 1 is completed and all parents and carers have had an opportunity to purchase round 1 tickets, all remaining tickets will be placed on sale in round 2. Families will be able to purchase additional tickets (max of 2 more) for other family members on a 'first in, best dressed' basis until sold out. Round 2 tickets will be placed on sale at 7pm on Thursday 24 August and close when sold out or at 7:00pm on Friday 1 September.

### **Seating**

Because seating is general admission there are no allocated seat numbers. Doors will open at 6:00pm on the night and families will be able to choose where they would like to sit as they enter the venue. Please be assured that families will be able to sit together even if tickets are purchased in both rounds. All guests will be asked to show their tickets at the door before entering. These can be shown electronically on a phone or printed copies of the tickets.

For any guests in a wheelchair, there will be a limited number of spaces allocated for guests attending in a wheelchair and school staff will be encouraging families attending with a person in a wheelchair to sit in the seats adjacent to these designated spaces. Please indicate when purchasing your tickets if a wheelchair space is required.

For parents with prams, there will be limited space at the rear and on the side of the room to park a pram, but seating will be a little further away. We would recommend childcare arrangements for young children where that is possible. Please note that toddlers and young children are not able to sit on the laps of their parents or carers.

### **Implications of limited tickets**

With a limited number of tickets able to be sold, it will be unlikely that families will be able to have more than a couple of additional family members attend. Parents and carers interested in purchasing additional tickets in round 2 are asked to consider who is best to attend. It may be that offering additional seats to grandparents is preferred, while in other families it may be preferred that an older sibling attends. These decisions are best considered before tickets go on sale. To help with this challenge, we are investigating if the performance can be recorded and made available for sale to school families (only) afterwards.

### **Why not hold 2 performances or a matinee?**

The costs associated with each performance: venue hire, hire of audio equipment and lighting and sound technicians are quite high and additional performances make it difficult to break even without the school incurring additional costs. As this is our first Lambton Live event, we are taking a cautious approach. If this event is as successful as we hope it will be, we would look to expand it the next time we run the event – possibly with a matinee which is the most cost effective of the two options.

### **How will you ensure that people only purchase the maximum number per family in each round?**

While it is our hope and expectation that all families will be honest, respectful of others and fair in this process, the Ticketebo app allows us to track sales in each round. If a situation arose where parents or carers purchased more than the maximum 2 tickets per round, Ticketebo will cancel the tickets and issue a refund to the purchaser. The same applies if extended family members tried to purchase tickets themselves in round 1 when tickets are only available to parents and carers. We place our faith in the Lambton community to respect the process, being considerate of others.

### **What if a parent/carer misses out on tickets in Round 1?**

Round 1 tickets will be on sale for two weeks, all parents and carers must purchase tickets in Round 1. If for some reason a parent or carer misses out on tickets in round 1, they should contact the school

office immediately. We can arrange for tickets to be issued for a short period of time before opening up the remaining tickets in round 2. Any parent or carer that forgets to purchase tickets during Round 1 and does not contact us before round 2 tickets go on sale, risks missing out on purchasing tickets.

**What if parents and carers would like to attend but cannot afford tickets?**

In this instance, please contact the school office to discuss alternative options.

A lot of thought and consideration has gone into making the purchase of tickets as fair and transparent as possible. We have done our best to communicate the process in this letter and would encourage all families to have read and understood this information prior to tickets going on sale. Thinking through who you would like in the family to attend, given the limited seating capacity, is something to do before tickets go on sale.

We hope that you find this information clear and helpful. However, if you need clarification, please contact our office. We sincerely look forward to seeing you on the night and hope that as we get closer to Monday 11 September you feel a sense of excitement and anticipation.

Yours Sincerely

David Holland  
Principal