

COVID-19 SAFETY

When you return to events at Darwin Entertainment Centre things will look a little different. We've reshaped the visitor experience to better suit the current climate, ensuring a safer environment for all members of our community. We encourage visitors to use the [Australian Government's COVIDSafe app](#). Some of the guidelines in place include:

Social distancing

Including a capped number of people within the venue, guided marks on the floor for appropriate queuing, traffic flow directions and seating plans.



Increased cleaning

In high-touch areas such as doors, counters, handrails, theatre seat arm-rests and across the venue.



Hand sanitiser

Available across the venue. Please feel free to use liberally.



Card-only transactions

To limit the handling of money. This includes at our bars, so please be sure to bring your bankcard if you would like to enjoy a drink.



Contactless ticket collection

Please present your printed ticket or ticket on your mobile device for contactless scanning by our Front of House team members at our theatre doors.



Bring your bubble

Buying in groups means you'll be seated with people you know, so rally your friends and family!

Changes to refund policy

We adhere to the [LPA Ticketing Code of Practice](#) where tickets are refundable in the event of a cancellation.

Tickets are transferable, but reselling tickets for more than the face value is against the [Ticketing Terms & Conditions](#) and ticket holders may be refused entry into the event. Due to the current COVID-19 pandemic and in the best interests of the safety of our patrons and staff, we will provide a refund upon receiving a medical certificate, if you are unable to attend an event due to illness.

Kindness and respect

Here's where we need your help:

All members of the DEC community - from our team members to our patrons - deserve to be treated with kindness and respect.

We are all navigating this situation as best we can and ask that you remain patient with us. While there may be small delays in your visit, our commitment to delivering the best experience for you will never falter.

For more information contact our Box Office at boxoffice@yourcentre.com.au or (08) 8980 3333.