

# BOOKING A GROUP – FREQUENTLY ASKED QUESTIONS (FAQ)

**Group Booking trading hours are as follows:**

Monday to Friday: 9.00am – 5.00pm

## **How do I get to The Arts Centre Gold Coast?**

The Arts Centre is located at:

135 Bundall Road, Surfers Paradise QLD 4217 and connects to the heart of Surfers Paradise via Chevron Island.

Surfside Buslines operates three bus routes that travel to, or near, The Arts Centre Gold Coast, including;

- ✓ Route 738
- ✓ Route 21
- ✓ Route 5

For the latest bus times and routes, please visit [www.translink.com.au](http://www.translink.com.au).

## **Where can I park?**

Patron parking, including wheelchair accessible parking, is located at the front of The Arts Centre Gold Coast building. Overflow parking is also available in the staff car park after 2.30pm to cater for demand during popular evening performances.

## **When should we arrive?**

We recommend you arrive at least one hour before your chosen performance, as parking is limited. You will find you can easily pass the time with a visit to the Gold Coast City Gallery or with a cup of coffee, delicious seasonal meal or refreshing beverage at our fully licensed - Arts Café.

### How many people do I need to be considered a group?

The number of persons required to qualify for group discounts differs between performances. However performances at The Arts Centre typically require a minimum of 6 persons to redeem the group price.

For a full list of current performances and group requirements, please visit the 'Group Discounts' tab on our website, [www.theartscentregc.com.au](http://www.theartscentregc.com.au).

### How do individuals (not quite a group) purchase tickets?

You can purchase individual (single) tickets by visiting The Arts Centre Gold Coast Box Office, phoning (07) 5588 4000 or via our website [www.theartscentregc.com.au](http://www.theartscentregc.com.au) .

Box Office trading hours are as follows;

Monday to Friday:	8.00am – 9.00pm
Saturday:	9.00am – 9.00pm
Sunday and Public Holidays:	11.00am -7.00pm

### How and when do I purchase tickets for groups?

Our goal is to make sure that our Group Leaders have access to the **best seats** for upcoming shows. To ensure that we can achieve this, we require you to organise and pay for your group promptly.

Please complete a Groups Sales Reservation Form and fax, email, mail or deliver to us in person at the Box Office.

EMAIL: [rsvp@theartscentregc.com.au](mailto:rsvp@theartscentregc.com.au).

POST: PO BOX 6615  
Gold Coast Mail Centre  
QLD 9726

FAX: (07) 5581 6592

Stay up to date with all group offers available at The Arts Centre Gold Coast by visiting the 'Group Discounts' tab on our website [www.theartscentregc.com.au](http://www.theartscentregc.com.au) or have the latest offers delivered to

your inbox every month for free! Simply sign up to the *Groups Discount E-Newsletter* online or via the Box Office and be rewarded with pre-sale opportunities and exclusive discounts.

### **Will I receive confirmation of my group reservation?**

Within three working days of The Arts Centre receiving your group reservation form, you will receive a group confirmation, along with payment procedure and other group policies.

A 50% non-refundable deposit is due within two weeks of this confirmation being issued.

### **What if my numbers change?**

Final group numbers and payment are due a minimum of two weeks prior to the performance date. You have until this time to alter numbers (subject to availability).

Please note that although we try our best to avoid it, if group numbers increase they may not be able to seat additional guests with the group.

### **What discounts do I get?**

Groups are the most economical way to see live performances or attend events.

Pricing varies between performances and discounts can range from 10% – 30%, if not more!

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### **How can I pay?**

We accept all forms of payment:

- Cheque
- Cash
- Credit Card (Mastercard/ Visa/ American Express)
- Electronic Funds Transfer

### **Where can our bus park?**

There is a pick-up and drop off area for buses at the front of The Arts Centre. We have allocated parking for two, 100-seat buses. If demand is greater, we allocate space on a - as needed basis.

### **Where can our group enjoy lunch or dinner?**

The Arts Centre Gold Coast is proud to offer a varied menu, inspired by the season at The Arts Café. Bookings can be made via the Groups Reservation form or by phoning The Arts Café directly on (07) 5581 6587.

You will also find many of our events (particularly Basement events) are catered, so please ask to see a menu when placing your group booking. Alternative dining options can also be arranged for larger groups. If you would like to talk to one of our friendly staff about customizing a dining option to complement your chosen performance, simply call the Box Office between 9.00am – 5.00pm, Monday to Friday and ask to speak to our friendly Functions and Events team. Alternatively you can contact them directly via, [events@theartscentregc.com.au](mailto:events@theartscentregc.com.au) .

### **How else can I enhance my group's experience?**

The Arts Centre Gold Coast shares the Evandale Parklands with Gold Coast City Council and boasts a swimming lagoon, sculpture walk and expansive lawns. With bonus views of the Surfers Paradise sky-line, you are guaranteed breath-taking scenery day or night.

The Arts Centre Gold Coast is also the home of the Gold Coast City Gallery. Why not take a leisurely stroll through the latest exhibition on display, entry is free.

Don't spend your interval waiting in a queue. Pre-order your drinks at the Box Office for truly V.I.P experience!