



OnSTAGE & Writers OnSTAGE/OnSCREEN **FREQUENTLY ASKED QUESTIONS**

What is *OnSTAGE* and *Writers OnSTAGE/OnSCREEN*?

OnSTAGE is a presentation and exhibition of group and individual performances and projects by HSC Drama students. *Writers OnSTAGE/OnSCREEN* features rehearsed readings by professional actors and directors of two scripts plus the screening of three exemplary videos from individual projects of the HSC Drama exam. Individual projects including costume and set design, promotion and program, critical analysis and theatre review will be on exhibition in the foyer of the York Theatre.

This event is presented by the NSW Education Standards Authority (NESA) and held at the Seymour Centre in Sydney.

All bookings must be made via the Seymour Centre website www.seymourcentre.com. Tickets are available to schools from Wednesday 13th November 2019, and to the general public from Friday 13th December 2019.

How do I make a booking?

All bookings must be made via the Seymour Centre website.

- Visit www.seymourcentre.com
- Select your performance
- Complete your booking online

1. Reserve

Reserve your tickets online, confirming number of tickets, prices and contact details. Once processed you'll receive a confirmation, tax invoice and 'payment due' date by email. It is your responsibility to forward the tax invoice to your Financial Officer.

2. Amend

Amendments to your booking must reach the Box Office by the 'payment due' date. Numbers cannot be altered once this date has passed.

3. Pay

Payment must be received by the 'payment due' date or your booking will be automatically released.

EDConnect

Payment requests must be submitted to the Department of Education Finance Shared Services (EDConnect) four weeks prior to the 'payment due' date.

It is the teacher's responsibility to include the Seymour Centre Vendor ID (100 114 264) when



submitting the payment request.

Credit Card

Phone the Box Office on 02 9351 7940 to pay by credit card.

Electronic Funds Transfer (EFT)

Instructions can be found on your tax invoice.

Cheque

Make payable to 'Seymour Centre' and mail to:

Seymour Centre Box Office

PO Box 553

Broadway NSW 2007

How will I know payment has been received by the Seymour Centre Box Office?

Once payment has been processed, a receipt will be issued via email.

How do I change my booking before the 'payment due' date?

Any changes to bookings must be submitted before the payment due date. Please call the Box Office on (02) 9351 7940 or email your request to schoolbookings@seymour.sydney.edu.au

Can I submit my booking before the official open date for bookings?

No. School Bookings will open on Wednesday 13th November 2019. Any applications made prior to that date will be rejected.

When will I receive my tickets?

Tickets will be available for collection from the Box Office 60 minutes prior to the performance.

Can I submit my booking on a NESA or Seymour Centre booking form?

No. Booking forms will no longer be accepted. All bookings must be made online at www.seymourcentre.com

Why is the booking form released so late? Why can't I book earlier?

Students selected to perform in *OnSTAGE* are notified at the end of the HSC written exam period in November. Their schools are notified at the same time. Tickets cannot be available for sale until these schools have been notified so that they have the opportunity to book for the program that features their students.

What can I do to increase my chances of obtaining a booking?



Submit your booking online as soon as bookings open. Bookings will be processed in order of receipt, but tickets will not be allocated until payment is received.

Why is there a total 60 ticket limit per school for this event?

A ticket limit has been put in place across *OnSTAGE* Programs 1 & 2 to ensure fair access to tickets for schools across the state. Limiting numbers per school ensures that the largest possible number of schools can attend the event.

Why do some schools miss out but others have spare tickets?

All schools are entitled to request up to a total limit of 60 tickets across *OnSTAGE* Programs 1 & 2. Schools can book additional tickets to the *Writers OnSTAGE/OnSCREEN* program.

Some schools may have ordered more tickets than they need, or they may have had students drop out just prior to the performance. Hence some schools have spare tickets on the day of the performance. The Box Office endeavours to accommodate every booking where possible.

Why do I need to finalise my payment by the 'payment due date'?

Due to the high demand for tickets for the event, extensions cannot be permitted as late cancellations prevent other school groups from being able to attend.

Finalising your numbers and payment on time ensures that any schools on the wait list for the event have the best chance to attend the performance.

Unpaid orders after the 'payment due date' will be cancelled.

Does the school have to pay for the tickets before the money has been collected from the students?

Full payment must be received by the 'payment due' date. Schools are encouraged to distribute permission slips and collect funds from students as soon as they receive confirmation of a booking from the Box Office.

What should I do if my school has transitioned to the EdConnect centralised payment system?

A purchase order must be lodged via EdConnect Shared Services with your invoice attached prior to the end of Term 4 to ensure that payment is finalised before the due date. Payment requests must be submitted to the Department of Education and Communities Finance Shared Services (EDConnect) four weeks prior to the 'payment due' date.

It is the teacher's responsibility to include the Seymour Centre Vendor ID (100 114 264) when submitting the payment request.

To ensure your order is held with us, remittance advice from EdConnect Shared Services must be emailed to schoolbookings@seymour.sydney.edu.au to notify of submission of payment.



What is the policy on returning tickets at the Seymour Box Office?

Tickets are not refundable once a purchase is confirmed. Terms and conditions of sale are outlined on the invoice and in the LPA Code of Practice. The school can choose to pass unused tickets on to another school should they wish, or to keep those tickets and not use them.

For more information about the LPA Code of Practice please visit:

http://www.liveperformance.com.au/ticketing_code_practice

What can I do if I have spare tickets?

The Seymour Centre does not, under any circumstances, re-sell or refund tickets.

Why does it run so early in the year?

Due to many of the *OnSTAGE* performers commencing further study, the show needs to run before the further education institutions begin for the year.

Similarly, it allows the incoming HSC students a chance to see *OnSTAGE* before their workload increases.

Can *OnSTAGE* do a regional tour?

Student performers are unable to commit to a longer performance period due to university and work commitments.

Can there be a recording or a live performance feed?

Copyright restrictions prohibit a live stream or recording of the performance for sale.

A teaching resource featuring performances from the 2017 season of *OnSTAGE* has been developed, and is available on the NESA YouTube channel:

<https://www.youtube.com/watch?v=oOl2yozBaQQ>