



Turner Centre Theatre Guide

What's On Subscription

Each week the Turner Centre sends out their "What's On" guide. This has all of our upcoming performances listed. These will be sent to an email address of your choosing – you can subscribe via our webpage, over the counter or phone or when booking a ticket via the website. Please let us know if you have any difficulties receiving our "What's On" guide or if you change your email address.

Usher assistance

Our friendly theatre ushers are fully-trained in all areas of theatre activity including safety procedures. They are available prior, during and after a show and are your first point of contact if you have any special requirements. They are also on-hand to direct you to your allocated seat.

Mobility

Please advise the Turner Centre's Box Office staff when you are purchasing a ticket if you have difficulty with mobility or if you require a wheelchair space. Our Box Office staff will supply you with tickets to a suitable area and seat. Mobility information is passed onto our theatre staff so that we can plan for your arrival. Our ushers will look out for you and assist you to your seat(s).

Access

There is no lift in the Turner Centre; we use a series of ramps to ensure access to all building areas. The Gallery Seating area is not recommended for people with mobility difficulties as this is only accessible via stairs. In the Turner Centre Auditorium there are two wheelchair spaces in the back row of the main seating block, each with an accompanying carer's seat.

Show Time

We recommend you arrive at the theatre at least 30 minutes before the start of the show. This will give you enough time to get a drink from the bar, and to find your seats before the performance starts. Some performances have a very strict lockout policy. These are decided by the performers and mean that latecomers may not be admitted until a suitable break in the performance. This is at the discretion of the performers and in some instances can mean latecomers will not be admitted until the interval. Arrive early to avoid disappointment.

Photos / videos

Generally, taking photos or videos on any device at a performance is not permitted; if in doubt, ask an usher. Please remember to turn your mobile device off. Some performers stop their performance when a phone rings which could be really embarrassing for you!

Parking and transport

There is onsite parking at the Turner Centre, however this fills up fast, so where possible, consider carpooling with friends. Overflow parking is not always available so you may need to park on Cobham Road if you arrive late.

Ticketing information

Tickets can be purchased from the Turner Centre Box Office which operates from the Turner Centre on 43 Cobham Road, Kerikeri. Opening hours are from 9am to 4pm, Monday to Friday. Door sales are usually available from the theatre, one hour before the show, if not sold out. Eftpos is available; MasterCard and Visa card payments are accepted.

Telephone (09) 407 0260 (have your credit card ready). Tickets can be held at the theatre booking office – or can be collected prior to the performance if desired.

Online: www.turnercentre.co.nz – payments accepted – Visa and Mastercard. Tickets can be held at the theatre booking office or can be collected prior to the performance if desired. Please note that at times the web service will be unavailable 8 hours prior to a performance.

The Turner Centre does not post tickets.

Prices and sales terms

Choose your tickets carefully as they cannot be refunded, transferred or exchanged. A transaction fee of \$6 per booking applies for all bookings made via the Turner Centre's website. There are no fees for phone or counter bookings.

NOTE:

Promoters decide the price, and the range and categories of the tickets for sale. Sometimes a promoter requests that A and B reserve seating be offered. This simply reflects the location and desirability of the seating, in relation to the stage, and the sight lines. Seating reserve information is provided to the box office by the promoter at the time that tickets go on sale. The Turner Centre Booking Office staff will advise customers about any A and B reserve ticket sales when you are purchasing tickets.

You will be asked for some personal information when you purchase tickets, such as your name, email address and contact phone number. This information is used to contact you in the event of a cancellation or change to the show.