

1.0 Purchase Policy

- 1.1 All events, programs, artists, times and dates are subject to change.
- 1.2 Payments will not be refunded unless a show is cancelled.
- 1.3 All ticket purchases are subject to processing fees in accordance with the City of Brampton [User Fee By-law 380-2003](#).
- 1.4 Ticket prices and fees are subject to 13% HST.
- 1.5 All ticket prices include Theatre Capital Improvement Fund fee in accordance with the City of Brampton [By-law 90-94](#) and [User Fee By-law 380-2003](#).
- 1.6 Ticket exchanges between events in The Rose presenting series may be possible, subject to availability and applicable charges. Any resulting difference in price and ticket charges are to be borne by the purchaser. For exchanges to be considered, tickets must be returned to the Box Office at least twenty-four (24) hours prior to the start time of the original event. Tickets cannot be exchanged between events in The Rose presenting series and third party rental clients. Exchanges between performances during a rental client's run are at the discretion of that rental client.
- 1.7 Lost or destroyed tickets may be reissued upon request. Reprinted tickets are subject to a processing fee in accordance with the City of Brampton [User Fee By-law 380-2003](#).
- 1.8 Presenters reserve the right to add special discounts and prices for event promotions at the behest of the artists, managers and agents or due to other contractual obligations and market forces. Discounts are not retroactive.
- 1.9 Photo ID is required to pick up all ticket orders from Box Office. Tickets will only be released to the individual listed on the order. In the event that tickets are required to be released to another individual, advance notice is required naming the individual to whom the tickets are to be released.
- 1.10 Group discounts may apply to the purchase of ten (10) tickets or more for a single performance in The Rose presenting series. Group discounts for performances by rental clients are at the discretion of that rental client.
- 1.11 The City of Brampton as owner and operator of The Rose is the exclusive ticket seller for The Rose performances. The City has no arrangements with any promoter, agent, broker or secondary seller for ticket sales or ticket confirmations. Tickets are void if altered in any way. The City is not responsible for tickets purchased from secondary sellers or other third parties. Customer service policies apply only to tickets purchased from The City of Brampton.

2.0 Ticket Holder Policy

- 2.1 All individuals require a ticket to gain admittance to ticketed events, unless otherwise indicated.
- 2.2 Infants twelve (12) months old and younger are permitted in the auditorium free of charge for age appropriate events, as determined by the Box Office. Children over the age of twelve (12) months, infants of any age in car seats, and all other patrons require their own seat and ticket for admittance.
- 2.3 The City of Brampton reserves the right to refuse admission and refund the ticket price.
- 2.4 Latecomers will be seated at first suitable opportunity as determined by the City of Brampton.