

# **SUBSCRIPTION FAQ (Frequently Asked Questions)**

## **1. Can I submit my subscription choices by phone?**

No.

The form should be mailed to PO Box 35, Williamstown 3016 or scanned and emailed to [subscribe@wlt.org.au](mailto:subscribe@wlt.org.au)

No subscription form, no tickets.

## **2. Do I have to list 3 choices of dates for each play I subscribe to?**

Yes.

Some performances fill very quickly. If your first choice is unavailable, the second choice is immediately attempted, and so on. If you only put one date and it's full it takes time for Robert to contact you. It's also considerate of Robert's time when he has hundreds of bookings to do all at once.

## **3. Is there a closing date for subscriptions to be sent in?**

No.

However, the sooner you get your form in, the more likely it is that Robert will be able to accommodate your preferences.

## **4. Am I likely to get all the dates I want?**

It is, after all, a Little Theatre. It has a big heart and every effort is made to accommodate, but no promises are made.

## **5. When will Subscriber Playbills be available?**

The 2020 Playbill will be emailed out on 1 November and then uploaded to our website - <https://www.wlt.org.au/season-subscriptions>.

Hard copies will be available in the foyer from 13 November, opening night of the last play of 2019.

## **6. Can I have an advance copy of the Playbill sent to me?**

No.

We try to keep things as fair to all as we possibly can. The release date is 1/11. The only title that is disclosed before then is that of play 1 due to the need to post an audition notice - but just the title, not the bookings!

## **7. What if I miss out on any or all of the productions I want to see?**

Your dates and contact details will be noted and you will be placed on a waiting list. Those on the waiting list are contacted when opportunities arise to get a booking for you.

This is why we ask patrons to notify if they find they cannot use their tickets... they are made available to next in line. Also keep an eye on WLT Facebook page for posts about available tickets.

## **8. If later in the year I want to change a booking, how do I do it?**

Phone or email. Once you have tickets, enquiries/ changes are via [tickets@wlt.org.au](mailto:tickets@wlt.org.au) or the ticket line 0447 340 665 (**NOTE:** [subscribe@wlt.org.au](mailto:subscribe@wlt.org.au) is a dedicated email address for receiving subscription forms so they don't get mixed in with other mail)

### 9. What if during the year I find I can't use my tickets?

See #8 above and the reason given in #7.

If you find on the date of ticket that it can't be used you can also phone the theatre half an hour before the performance to notify Front of House. Often there are people waiting in the foyer in the hope of last minute seat availability.

### 10. Any ticket enquiries/problems throughout the year

Please direct to Robert Harsley via:

- Phone - dedicated ticket line: 0447 340 665
- email [tickets@wlt.org.au](mailto:tickets@wlt.org.au)
- website contact (select TICKETING ENQUIRIES, not general enquiries!): [www.wlt.org.au/contact](http://www.wlt.org.au/contact)

### 11. When will I receive my tickets?

**TICKETS WILL BE MAILED OUT  
EARLY JANUARY 2020  
IN ONE BULK MAILING!**

