

Knox Community Arts Centre (KCAC) Live Shows and Performances Frequently Asked Questions

Ticket Information

How can I purchase a ticket?

- Go online to knox.vic.gov.au/kcac or Facebook: Knox Arts and Events
- Call the KCAC Box Office on (03) 9729 7287
- Visit the KCAC Box Office

Location: Knox Community Arts Centre, Corner Mountain Highway and Scoresby Road, Bayswater.

Opening hours: Monday-Friday, 10:00am – 4:00pm

Ticket Delivery Options.

When purchasing a ticket you'll be given the option of tickets to be emailed to you, posted or for collection on the day of the performance at the venue. We strongly recommend for tickets to be emailed as the most environmentally sustainable option.

Can I be waitlisted for sold out Performances?

Yes. If a performance has sold out and you would like to be notified if tickets become available, please contact the Box Office on (03) 9729 7287.

I can no longer use my ticket, can I get a refund?

The ticket can be refunded, or a credit applied to the patron's account at the discretion of Management. Patrons must inform the Box Office 24 hours prior to the scheduled performance to be eligible for refund or credit. Requests for refund or credit after the scheduled performance will not be permitted.

At what age does a child require a ticket?

Children 2 years of age and older must have a ticket, purchased at the appropriate rate. Children under the age of 2 years may be admitted to the theatre without a ticket, provided they sit on the lap of an adult and do not occupy a seat. We have spaces either side of the seating bank for people to park prams or strollers.

Location Information

How do I get to the Knox Community Arts Centre?

The Knox Community Arts Centre is located on the corner of Mountain Highway and Scoresby Road in Bayswater. You can access the car park by entering on Mountain Highway and following the road around to the rear of the building. The address is: [790 Mountain Highway, Bayswater – recommended for GPS settings of Google Maps.](#)

Where can I park?

There's plenty of free parking in our car park, which we share with the Bayswater Senior Citizens Centre and Bayswater CFA.

Event Information

What time should I arrive?

We open the doors to the venue an hour before the performance time. We recommend people arrive no later than 15 minutes prior to the performance start time (the time displayed on your ticket).

I use a wheelchair or have limited mobility. Is the venue accessible to me?

The Knox Community Arts Centre is accessible to people of all abilities. To book an accessible seat, or learn more about our facilities, please call 9729 7287 or email arts@knox.vic.gov.au. You can download our Access Key on www.knox.vic.gov.au/kcac

What happens if I arrive late?

If you arrive after the performance has begun, you will be asked to wait at the theatre doors until venue staff deem it appropriate for you to enter that will not disturb the performance (e.g. between songs).

Can I get a drink or food at the venue?

We have a candy bar available at selected performances before the show and during intervals serving drinks and snacks for you to enjoy. You are welcome to take drinks into the theatre.

Content warnings and show information.

We display information to audiences if the performance contains potentially sensitive content that people may find triggering or distressing. This enables people to make a decision whether they feel able to proceed and engage with the show. We display content warnings and show information on the door leading into the theatre. If you feel you're unable to engage with the content, please speak to one of our staff members.

Can I take photos or videos during the performance?

Unless otherwise indicated, the use of photographic or recording equipment (including mobile phones) are strictly prohibited.

Changes to performances

Sometimes it is necessary to adjust artists, programs, pricing and seating arrangements. We reserve the right to make these changes as required.

Can I bring my pet?

The venue does not permit animals, however assistance animals are welcome.

Is there a smoking area at the event?

No. The Knox Community Arts Centre is a smoke-free site, including outdoors.

Who can I contact for more information?

Please call the Knox Community Arts Centre Box Office on 9729 7287 or email arts@knox.vic.gov.au

How do I find out about future Performances?

Website: knox.vic.gov.au/kcac

Facebook: [Knox Arts and Events](#)

Instagram: [Knox Arts and Events](#)

Brochure: [Our season brochure](#) is available for download on the website, or at the Box Office.

Newsletter: [Sign up to our mailing list.](#)