

# ENTRY FEE, TICKET PRICING & DISCOUNT **POLICY**

## Purpose

The purpose of this policy is to outline the entry fees, ticket pricing, and discount structures applicable to competitors, audiences, and volunteers of the Royal South Street Society (RSSS). This policy ensures fair, transparent, and accessible pricing while recognising the contributions of our valued volunteers and committee members.

## Scope

This policy applies to:

- **All competitors** entering RSSS competitions, including soloists, groups, and schools.
- **General audience members** attending RSSS events.
- **RSSS volunteers, and committee members** eligible for specific discounts.
- **Schools, community groups, and performing arts organisations** purchasing bulk tickets

## Definitions

The following definitions apply:

<b>Active Volunteer</b>	An individual who has recorded hours of active/participative volunteer service throughout the eisteddfod and/or annual calendar year – as evidenced and verified by meeting Minutes, volunteer rosters/records etc
<b>Royal South Street Society</b>	The formal title of the organisation. The organisation that formally oversees the Royal South Street Society Ballarat Eisteddfod
<b>Royal South Street Society Ballarat Eisteddfod</b>	Our core business/event/season of events/eisteddfod which is overseen by the Royal South Street Society
<b>Volunteering</b>	<p>In accordance with the National Standards for Involving Volunteers in not-for-profit organisations RSSS adopts its definition of volunteering:</p> <p>Formal volunteering is an activity which takes place in not for profit organisations or projects and is undertaken:</p> <ul style="list-style-type: none"><li>• To be of benefit to the community and the volunteer;</li></ul>

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ROYAL SOUTH STREET SOCIETY

	<ul style="list-style-type: none"><li>• Of the volunteers own free will and without coercion;</li><li>• For no financial payments; and</li><li>• Is designated volunteer positions only.</li></ul>
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## Policy Statement

### Entry Fees

Entry fees apply to all competitors participating in RSSS competitions. Fees vary by section, category, and performance type.

Competition entry fees may include solo, duet/trio, small group, large group/troupe/team, school groups and ensembles and others as required by the individual disciplines.

Entry fees will be determined annually by the discipline committees & office staff based on operating costs (including venue hire, tech hire, equipment hire etc) and will be recommended to the Board. The Board will have the final approval of published annual entry fees for all disciplines.

### Additional Fees:

- **Late Entry Fee:** an approved amount may apply after the published registration/entry deadline – please refer to the *Refunds Withdrawals & Late Entries Policy*
- **Administration Fee:** an administration fee must be applied within or in addition to all entry costs – administration fees go towards the critical costs associated with the operations of the event, and also to entry technology/software support.
- **Program Booklet (optional):** Programs and guidebooks for each discipline will be an additional optional fee that can be purchased on entry, online, or at the event, whichever is applicable.
- *Note: All fees must be paid in full before the entry deadline to secure participation. No refunds apply except in exceptional circumstances as determined by RSSS – please refer to the Refunds Withdrawals & Late Entries Policy*

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## Ticket Pricing

Audience ticket pricing is required for all disciplines participating in RSSS competitions. Pricing will vary annually by discipline, venue and performance/section.

Ticket pricing may include general admission, season passes, group bookings, concessions etc

Audience members are required to purchase tickets for event sessions. Prices will be determined annually by the discipline committees & office staff based on operating costs (including venue hire, tech hire, equipment hire etc) and will be recommended to the Board. The Board will have the final approval of published annual ticket prices for all disciplines.

## Discount Policy

RSSS is committed to making participation accessible while recognising the contributions of volunteers and loyal supporters. The following discount policies apply:

### Competition Entry/Registration Discounts:

- **Multiple Entry Discount:** The Board, at its discretion may consider participants entering more than four solo sections in a single discipline to receive a 10% discount on additional entries – to encourage multiple entries – this applies to annual Board approved disciplines based on operating costs.
- **Discipline Committee Member Discount:** Serving Discipline Committee members (who are *actively engaged volunteers*) are required to pay normal entry fees for their children/school's competition participation. In appreciation for their ongoing contribution, they will receive **two annual season passes for the eisteddfod season – all disciplines** (one non-transferable for themselves, and another for a family member or friend)

#### NOTE:

- *Annual season pass excludes reserved seating events such as Calisthenics Solo finals and Showcase Performance.*
- *This offering supports all active Committee members across all disciplines and specifically aims to reduce audience entry costs for Committee members and their family to enjoy all performances and all disciplines.*

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## Audience Entry Discounts:

- **School & Community Group Discount:** Bulk audience ticket discount for school groups, community organisations, and performing arts schools (minimum 10 people) are permitted with annual Board approval to encourage group bookings for specific disciplines
- **Active Volunteer Discount:** We offer a one-for-one free pass discount to our volunteers. Volunteer for one full session (full morning/afternoon or evening) and receive a free pass to attend one session (morning/afternoon or evening). *Volunteer free passes are for general session admission only, non transferable for the year of volunteer service applicable only, and exclude reserved seating ticketed events.*
- **Long-Service Volunteer Reward:** Volunteers with 15 years of continuous service will be given **one annual season pass** for themselves (non-transferable) – in gratitude of their long term commitment to RSSS.
- **Life Members / Board Members:** are granted free access to all RSSS events, including social events and reserved seating (where a timely RSVP has been given)
- **VIP Season Pass:** are granted annually (at a discount price approved) to a registered list of long term volunteers and supporters at the discretion and approval of the Board

## Important Notes:

- ***Season Passes & Volunteer Passes are not valid for reserved seating events.***
- Discounts cannot be combined. The highest applicable discount will be applied.
- Volunteer discounts require prior approval and verification of service hours.

## Supporting Documents

- Volunteer Policy
- Code of Conduct Policy
- Confidentiality Policy
- Refunds, Withdrawals & Late Entries Policy

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## Responsibility

- The Royal South Street Society Board is responsible for monitoring the implementation, outcomes and scheduled review of this policy.
- The Executive Officer/Business Manager is responsible for maintaining the content of this procedure as delegated by the Royal South Street Society Board.

## Communication & Implementation

This procedure will be communicated and implemented via:

- Identified and recorded on the RSSS Quality Management Plan Cycle
- Listed in the Policies & Procedures file on the RSSS Intranet
- On Board review/approval, included on Staff Meeting Agenda for location and active implementation
- Staff induction documentation and sessions.
- Listed on the public website

## Legislative Context

- Child Safety & Wellbeing
- Privacy Act
- Anti-discrimination Laws
- Equal Employment and Opportunity Laws
- National Standards for Volunteer Involvement

## Records Management

DOCUMENT TITLE	LOCATION	RESPONSIBLE OFFICER	MINIMUM RETENTION PERIOD
Volunteer Service Records	records management system	Executive Officer	Electronic record will be retained in the records management system
Board Minutes	records management system	Executive Officer	<b>Permanent</b>

## Policy Authorisation

<b>Approved by</b> RSSS Board	30/04/2025	<b>Responsible Person</b>	Executive Officer
<b>Version</b>	Version 2 2025	<b>Scheduled Review Date</b>	01/01/2027