

Terms & Conditions

Effective date: [to confirm]

Welcome to the Red Deer Memorial Centre. This website and the Memorial Centre are operated by the Central Alberta Theatre Society (“CATS,” “we,” “us” or “our”), the operator of the City-owned Red Deer Memorial Centre (“RDMC” or “the venue”). These Terms & Conditions govern your use of this website and your purchase of tickets to events at the venue. By using this site or buying a ticket, you agree to these terms. Please read them carefully.

1. Tickets and Purchases

All tickets for events at the Memorial Centre are sold through our box office and our ticketing provider. When you buy a ticket you are purchasing a personal, revocable licence to attend a specific event, subject to these terms and the venue’s conditions of entry.

Prices are shown in Canadian dollars. The price you pay may include a facility fee, a ticket fee, a service fee, GST, and a credit-card processing fee; all applicable charges are displayed before you complete your purchase. Prices and availability are subject to change until an order is confirmed.

Please check your tickets at the time of purchase. We are not responsible for tickets bought from unauthorized resellers or third-party sites. Tickets obtained outside our box office may be invalid and refused at the door.

2. Refunds, Exchanges and Cancellations

All ticket sales are final. We do not offer refunds or exchanges except as set out below or as required by law.

- **Cancelled events** — If an event is cancelled, you are entitled to a refund of the ticket’s face value. Per-ticket service and processing fees may be non-refundable. Refunds are issued to the original purchaser using the original method of payment.
- **Postponed or rescheduled events** — If an event is postponed or rescheduled, your tickets will normally be honoured for the new date. Any refund option for a rescheduled event is at the discretion of the event organizer.
- **How refunds are handled** — Where a refund is offered, it is processed to the original purchaser and payment method. We will communicate the process and deadline for the affected event.

If you are unable to attend, tickets cannot be refunded because of a change in your plans. If you have questions about a specific event, contact the box office before the event date.

3. Event Changes

Programs, performers, casts, dates, seating and start times are subject to change. Where reasonably possible we will post updates on this website and notify ticket holders. We are not responsible for changes that are outside our reasonable control.

4. Admission and Conduct

Admission is subject to the venue’s conditions of entry and Code of Conduct. To keep events safe and enjoyable for everyone, please note:

- We may refuse entry to, or remove, any person who behaves in an unsafe, disruptive, abusive or discriminatory way, or who breaches these terms or venue policies. No refund is given in these cases.
- Latecomers may be asked to wait and will be seated at a suitable break, at the discretion of venue management. Some events do not permit latecomer seating.
- Age restrictions and ticket requirements vary by event. For some events every attendee requires a ticket regardless of age. Please check the event details before you buy.
- Photography, video and audio recording are not permitted unless the event expressly allows it.
- All food and beverage service, including concession and bar, is provided exclusively by the Memorial Centre. Outside food, beverages and liquor are not permitted.
- For safety, we may inspect bags and refuse prohibited items. Weapons and illegal substances are not allowed. Smoking and vaping are not permitted inside the venue or near entrances.

5. Accessibility

The Memorial Centre offers wheelchair-accessible seating and accessible entry via the CAT Studios entrance with elevator access to the auditorium. If you have accessibility needs or questions about seating, please contact the box office before purchasing so we can help you choose the right seats.

6. Use of This Website

The content on this website — including text, images, graphics, logos and event information — is owned by or licensed to the Central Alberta Theatre Society and is protected by law. You may use the site for your own personal, non-commercial purposes. You may not copy, reproduce, republish or use our content for any other purpose without our written permission.

We work to keep the information on this site accurate and current, but we do not warrant that it is complete or error-free, and it may change without notice. The site may contain links to third-party websites, which we provide for convenience only and do not control or endorse.

7. Ticketing Through Our Provider

Ticket purchases are processed by our third-party ticketing provider. When you buy a ticket, your transaction is also subject to that provider's terms of use and privacy policy. Payment information is handled by the provider and our payment processors; we do not store your full card details.

8. Limitation of Liability

To the fullest extent permitted by law, the Central Alberta Theatre Society, the Red Deer Memorial Centre, the City of Red Deer, and their staff and volunteers are not liable for any indirect, incidental or consequential loss arising from your use of this website, your purchase of tickets, or your attendance at an event. Attendance at any event is at your own risk. Nothing in these terms limits any rights you have that cannot be excluded under applicable law.

9. Privacy

Your personal information is handled in accordance with our Privacy Policy, which forms part of these terms. Please review it to understand how we collect, use and protect your information.

10. Governing Law

These terms are governed by the laws of the Province of Alberta and the laws of Canada that apply there. Any dispute relating to these terms or your use of this website will be dealt with in the courts of Alberta.

11. Changes to These Terms

We may update these Terms & Conditions from time to time. The current version will always be posted on this page with its effective date. By continuing to use the site or purchase tickets after an update, you accept the revised terms.

12. Contact Us

Questions about these terms or a ticket purchase? Contact the Red Deer Memorial Centre box office:

Red Deer Memorial Centre

Operated by the Central Alberta Theatre Society

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bookings@reddeermemorialcentre.ca | 403-967-1769