



## TICKETING - Conditions of Sale

### • **Concession Tickets**

Where concession tickets are available, proof of your eligible concession status must be provided on entry to the event.

### • **General**

Entry may be refused if online tickets are damaged or defaced in any way or if the event operator has reasonable grounds to believe the tickets have been acquired by unauthorised or illegal means. Online tickets are valid for entry on a single day and can only be scanned once, so you must protect your online tickets from unauthorised duplication. Online tickets will be valid for entry during nominated public hours.

### • **Refunds**

All online ticket sales are final. No refunds or exchanges will be made for any online ticket except as required by the Competition and Consumer Act 2010. Should the event be cancelled, unused tickets purchased online will be refunded. If a refund is made, the event operator may, to the extent permitted by law, retain any service or like fee it has charged. If the event is an outdoor event, it will run rain or shine. If an event is cancelled, please contact us for further information on receiving a refund. Ensure that upon receipt of your tickets they are kept in a safe place. It is important that patrons purchasing tickets understand that lost, stolen or destroyed tickets will NOT be replaced under any circumstances.

### • **Unauthorised re-sale or duplication of Online Tickets**

Online tickets may not, without the prior written consent of the event operator, be resold at a premium or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services. Unauthorised re-sale of online tickets (or attempt) or unauthorised duplication of these tickets are grounds for refusing admission without compensation.

## Conditions of Entry

- The event operator reserves the right, with reasonable cause, to refuse entry or remove any person without entitlement to a refund, including any person who causes a disturbance, or refuses to comply with reasonable requests made by the event operator.
- Visitors must be able to produce evidence of proof of purchase (receipt) to event security when exiting the grounds. This may include checking the contents of bags to match the item with the product description on the receipt or proof of purchase. It is the responsibility of the visitor to obtain a receipt or proof of purchase from the exhibitor when making a purchase.
- You must comply with any reasonable directions given by the event operator and the security arrangements for the event and the venue which may include searches of clothing and possessions and prohibition of certain items such as knives, umbrellas, glass, illegal items, vehicles or other transportation devices (except as required because of a disability), alcohol, animals and items which may cause nuisance or danger.
- **No animals** are permitted within the show buildings or grounds at any time except guide animals required for persons with disabilities and as certified by law.
- If you bring children into the event you are responsible for their care and conduct. All children attending the event must be under the supervision of an adult guardian at all times. You are responsible for any acts or omissions committed by children whom you have brought to the event.
- **Smoking is not permitted in the venue.** Smoking areas in the venue precinct will be designated.
- Persons gaining unauthorised access to the event may be liable for prosecution.
- The event operator reserves the right to cancel, withdraw, postpone or re-schedule any displays or events in the event.
- The event operator does not represent that there will be space for you to observe any particular displays in the event.
- The organisers reserve the right to prohibit use of **cameras, audio and video recorders**. You may use these types of personal devices for private use only and **with the permission** of stand operators.
- You consent to being photographed, filmed and recorded as a member of the event audience. Unless otherwise agreed with the event operator, you consent to the event operator and third parties using images and recordings of you for broadcast, publication and licensing without compensation or acknowledgement.
- Unless authorised by the event operator in writing, you must not conduct any commercial, political, soliciting, promotional, performance, surveying or demonstration activity at the venue, nor collect contributions or distribute any material.
- Except for the event operators negligence or breach of contract or as expressly provided in these Conditions of Entry, the event operator will not be liable for any injury, loss or damage suffered by you in connection with the event and the venue, including liability for any injury, loss or damage caused by the event operator or its employees, contractors or agents.
- If the liability of the event operator may not be excluded but may be limited under any legislation, the event operators liability is limited to replacing, re-supplying or repairing the relevant goods or services (or paying for replacement, resupply or repair) where this would be fair and reasonable. The event operator is not liable for any injury, loss or damage caused by any matter outside the event operators reasonable control (e.g. industrial strikes and acts of God).
- Nothing in these Conditions of Entry is intended to exclude, restrict or modify rights which you may have under consumer protection legislation which may not be excluded, restricted or modified by agreement.
- Any part of these Conditions of Entry which is unenforceable may be severed to the extent necessary to make these Conditions of Entry enforceable.

## Privacy

The Privacy Policy applies to all sales made through the online ticket purchase facility and can be accessed from our Privacy Policy online.