

GLADSTONE REGIONAL COUNCIL

TICKET CONDITIONS

By purchasing a ticket for a performance, concert or event ("Event") you acknowledge and agree to comply with the following terms and conditions and the conditions of entry to venue:

1. Tickets

- 1.1 Tickets are only valid if purchased through GRC, and entry to an Event will be refused if the ticket has not been purchased through GRC.
- 1.2 Entry to an Event may be refused if the authenticity or validity of a ticket is, in GRC's reasonable opinion, questionable including for example because the ticket has been damaged or defaced.
- 1.3 Ticket sales may be limited to a specified number and GRC may cancel or refuse to accept orders that are placed in excess of such limits. Bookings are subject to availability.
- 1.4 You are responsible for having your ticket/s available either in hard copy form or on your phone for scanning at the door.
- 1.5 Persons presenting a ticket purchased with concession must produce the relevant concession card or student ID with the ticket prior to admission to the Venue.
- 1.6 For age limited events photographic ID with proof of age (eg drivers licence or student card) must be presented on request by GRC personnel.
- 1.7 GRC is a member Live Performance Australia (LPA) and abides by the LPA Code of Ticketing Practice – Consumer Code
<https://liveperformance.com.au/wp-content/uploads/2020/11/LPA-Ticketing-Code-ConsumerCode-8th-edition-FINAL.pdf>

2. Pricing and Payment

- 2.1 All prices quoted are in Australian dollars and include GST.
- 2.2 Prices are subject to change without notice.
- 2.3 Tickets purchased online or by credit card will be subject to credit card charge as disclosed when booking.
- 2.4 You warrant that you have the authority to make payment for your ticket and that you have the authority to use the credit card or other payment facility used to purchase the ticket.

3. Changes and Reservations

- 3.1 GRC reserves the right to add, withdraw, reschedule or substitute artists and/or vary advertised programs, prices, venues, seating arrangements and audience capacity.
- 3.2 GRC reserves the right to cancel any tickets issued as a result of any system or human error subject to issuing a full refund for the price paid.

4. Refunds

- 4.1 GRC will provide ticket refunds when legally required and as required by the LPA Code of Ticketing Practice – Consumer Code.
- 4.2 Any other refunds will be at the discretion of GRC and subject to timely application supported by written reasons and supporting documentary evidence eg medical report.
- 4.3 For tickets paid by credit card, GRC will take all reasonable steps to refund the ticket price to that credit card unless unable to do so (eg if credit card cancelled).
- 4.4 If GRC becomes aware that a ticket has been purchased with a stolen credit card, GRC may cancel the ticket and take all reasonable steps to refund the ticket price to that credit card unless unable to do so (eg if credit card cancelled).
- 4.5 To the extent permitted by law, GRC's liability in respect to cancellation or delay of any performance or event is limited to the refund of the ticket price and any associated fee. GRC

will not be responsible for any associated expenses like travel or accommodation costs, car parking or childcare costs or other consequential loss claimed by you in connection with your attendance or non-attendance at an event.

5. Lost or Stolen Tickets

- 5.1 If a ticket is reported lost or stolen GRC may in its discretion reprint the ticket at the Venue subject to production of proof of purchase and photographic ID.
- 5.2 GRC retains discretion in respect to issuing replacement tickets where for general admission rather than allocated seating.

6. Restrictions on Resale

- 6.1 Tickets may not, without the prior written consent of GRC and the Presenter be:
 - (1) resold or offered for resale at a premium (including via on-line auction or other unauthorised resale site); or
 - (2) used for advertising, promotion or other commercial purposes (including competitions and trade promotions).
- 6.2 If a ticket is sold or used in breach of clause 7.1, the ticket may be cancelled without refund or exchange and the ticket holder may be refused admission.

7. General

- 7.1 These terms and conditions may be varied at any time and any variations become effective on publication of the amended conditions on the GRC website.
- 7.2 If any provision of these terms and conditions is invalid or unenforceable, that provision will as far as possible be read down to the extent necessary for it to be valid or enforceable but, if it cannot be read down, it will be severed from the terms and conditions and the remaining provisions will remain in full force and effect.
- 7.3 These terms and conditions are governed by the laws of Queensland.