

# **TERMS & CONDITIONS**

Strut & Fret Production House – ABN 69 079 126 551

Before proceeding with your booking please read these terms and conditions carefully. These terms and conditions incorporate the basis upon which bookings are accepted by Strut & Fret Production House.

Strut & Fret may vary these Terms and Conditions at any time. Strut & Fret will post the varied Terms and Conditions on its website.

## **Fees and Charges**

- All prices are stated in Australian Dollars and include booking fees and GST where applicable.
- Prices are subject to change without notice.
- If the amount you pay for a ticket is incorrect, Strut & Fret may cancel that ticket (or the order for that ticket) and refund to you the amount that you paid. This will apply regardless of whether the error arose due to:
  - an error in a price posted on this web site or otherwise communicated to you, or if you are able to order a ticket before its scheduled on-sale or presale date or you are able to order a ticket that was not supposed to have been released for sale; or
  - human error or a transactional malfunction of a Strut & Fret-operated system.

## **Refunds/Exchanges**

Please check your booking carefully at the time of purchase, as all sales are final and cannot be refunded after purchase. Strut & Fret is a member of Live Performance Australia and adheres to the Live Performance Australia Ticketing Code of Practice. Consumer and Industry codes are accessible to the general public at [www.liveperformance.com.au](http://www.liveperformance.com.au).

Exchanges on tickets are offered if all of the following conditions are met:

- The request for an exchange is submitted in writing by emailing [ticketing@strutfret.com](mailto:ticketing@strutfret.com).
- The request for an exchange is made at a minimum of 48 hours prior to the original performance start time.
- The original performance is not sold out.
- The request for exchange is for the same event.
- The customer has provided proof of the destruction of the original tickets, should hardcopy tickets have been issued.
- The request is approved by the artist or relevant co-producer.
- A \$5.00 exchange fee is payable by the customer at the time of exchange, if the exchange is approved.
- If exchanging into a cheaper performance, customers will not be reimbursed the difference in ticket price.

## **Confirmation and delivery**

Tickets purchased online will be issued as eTickets. This requires customers to have a valid email address. Please ensure you have checked your spam folder if you have not received the tickets to your inbox. If tickets are purchased during at a Strut & Fret box office then a standard ticket will be issued.

If you do not receive an order confirmation number (in the form of a confirmation page or email) after submitting payment information, it is your responsibility to confirm with Strut & Fret that your order has been successfully placed. Strut & Fret will not be responsible for any losses you incur if you assume that an order was successfully placed having not received a confirmation number.

### **eTickets**

eTickets can be printed or presented at the venue on a smart phone or tablet. Some venues may require tickets to be printed and in this case, please ensure that the QR code is clear and able to be scanned.

### **Concession tickets**

Holders of valid concession cards are eligible for concession price tickets: Student card (full-time), health-care card holders and all government-issued Seniors Cards. You may be asked to show your valid concession card when purchasing or collecting your tickets or on entering the venue. Concession prices are not applicable on all events or performances.

### **Babes in Arms**

Unless otherwise specified, children 18 months and under can sit on the lap of a carer free of charge. Any child over this age must have a valid ticket. No children, including babes in arms are permitted to Restricted 18+ performances.

### **Companion Cards**

Strut & Fret accepts Companion Cards for all performances. A valid Companion Card or Companion Card number must be produced when collecting tickets from the Box Office.

### **Accessibility**

For accessibility information, please visit our FAQ section on the website or speak to venue and front of house staff.

### **Program Details**

Programs of events are correct at the time of printing. In the event of a performance cancellation, every effort will be made to inform ticket holders, but please ensure you check the website on the day of a performance. Strut & Fret collects your information in case of an event cancellation or amendment. If you fail to supply sufficient contact details, Strut & Fret is not responsible for failure to contact you.

### **Conditions of Entry**

- Strut & Fret reserve the right to refuse admission.
- Strut & Fret may impose additional specific conditions in relation to entry or attendance to a particular event.
- Strut & Fret venues are licensed for the service of alcohol. In the interest of all people attending, Strut & Fret promotes responsible service and consumption of alcohol at all times. All patrons must adhere to Strut & Fret's policies and abide by the relevant liquor licensing regulations. They must respect Strut & Fret's bar and security staff in their duty to uphold Strut & Fret's service and safety policies. Patrons are reminded that it is an offence to supply alcohol to a minor, bring alcohol into or from a licensed premise, consume alcohol if intoxicated and to remain on licensed premise if intoxicated.
- No drugs, weapons, glass containers, alcohol or lasers may be taken into Strut & Fret premises
- You must not engage in offensive or inappropriate behaviour at an event, including but not limited to by wearing or otherwise displaying any commercial, political, religious or offensive signage or logos.
- Strut & Fret and/or the event organiser reserves the right to film, video, record, photograph, broadcast or telecast the event. You agree that you may be filmed, taped, interviewed, photographed or recorded while attending an event and you consent to Strut & Fret or third parties engaged by Strut & Fret filming, taping, interviewing, photographing or recording you. You further agree that Strut & Fret may use, publish, edit, incorporate or otherwise exploit (and authorise others to do the same) any materials produced for any purpose without further reference to you.
- Without prejudice to any other rights which Strut & Fret may have, if you contravene any of these Terms or Conditions, you may:
  - be refused entry to, or remove from, the venue;
  - have your ticket confiscated and/or cancelled without refund or recompense; and
  - be disqualified from purchasing tickets for or entering in to other events

- In the event that you are refused entry to an event for any reason, then, in accordance with these Terms and Conditions, no refund will be paid.
- Latecomers will be admitted to a performance during a suitable break at the discretion of venue management. Please note that, for some events, latecomers may not be admitted at all.
- Cameras and other recording devices are strictly prohibited in performance venues unless otherwise advertised. Mobile phones and other devices must be switched off upon entry to the venue.

### **Liability**

Strut & Fret takes no responsibility for loss or damage to personal property.

You are responsible for your own safety and property while attending an event, and to the extent permitted by law you release Strut & Fret and its officers, directors, employees, consultants, licensors, suppliers and agents from any liability for any claims, damage or loss you may suffer in relation to your attendance at an event, howsoever caused, including due to any negligence or other act or omission of Strut & Fret.

You agree to indemnify Strut & Fret and its officers, directors, employees, consultants, licensors, suppliers and agents against any claims, loss or damage suffered as a result of your wilful reckless or negligent acts or omissions at an event.

Strut & Fret is not liable for any claims, damages, compensation, losses or expenses that may be suffered or incurred as a result of an event being cancelled, postponed or changed.

### **Latecomer Policy**

The performance will begin at the advertised time. Venues and Front of House staff reserve the right to admit latecomers only if there is a suitable moment in the performance. Management reserves the right to refuse admission; this policy is to prevent disruption to other patrons and the performance.

### **Lost Tickets**

Strut & Fret reserves the right not to process exchanges or refunds or to provide or reprints for lost tickets. For enquiries regarding lost tickets please email [ticketing@strutnfret.com](mailto:ticketing@strutnfret.com)

### **Payment**

If you are unsure if a payment has gone through, please email [ticketing@strutnfret.com](mailto:ticketing@strutnfret.com) Strut & Fret reserves the right to not provide refunds if payment has been successful.

Strut & Fret accepts ONLY Visa and Mastercard for online and phone sales.

### **Ticket Resale**

Tickets may not, without Strut & Fret's prior written consent, be on-sold at a premium, offered as a prize or inducement, packaged or otherwise used for advertising, promotional or other commercial purposes. Strut & Fret reserves the right to refuse admission to the bearer of any ticket sold or otherwise provided or distributed in breach of this condition.

Entry may be refused if tickets are damaged or defaced in any way or are not purchased from Strut & Fret or other authorised points of sale.

### **Show content**

Unless a performance is categorised as a children or family show content may not be suitable for all ages. For more information on show content please visit the specific performance's page on our website.

### **Privacy**

By purchasing a ticket, attending an event or otherwise dealing with Strut & Fret, you agree to be bound by Strut & Fret's privacy policy, available on its websites.

### **Program details and prices**

Every effort has been made to ensure program details are correct, however details and prices are subject to change where necessary and without notice. The right is reserved to add, withdraw or substitute artists, performers or events, vary ticket prices, and/or vary advertised programmes, seating arrangements and audience capacity.

### **Competition/Giveaways**

- Winners will be randomly drawn on the date specified on Facebook, Instagram, the Strut & Fret website or any of its affiliate websites or the Strut & Fret's email newsletter or any of its affiliate newsletters.
- Prizes are non-transferable or exchangeable for cash.
- Entrants must be aged 18 or over.
- Winners will be notified by email.
- Only one entry per person, per competition is permitted.
- Competitions are not open to Strut & Fret employees and their immediate family.
- Strut & Fret competitions are in no way sponsored, endorsed or administered by, or associated with, Facebook.
- Information disclosed is for use by Strut & Fret only.
- We reserve the rights to publicise the name of the winner through our social media networks.

### **Complaints or Questions**

For any complaints or questions regarding these Terms and Conditions, please email [info@strutfret.com](mailto:info@strutfret.com)