

## CLOCKTOWER CENTRE BOX OFFICE (Dated 28 January 2021.)

### CONDITIONS OF SALE OF TICKETS

These Conditions of Sale apply to everyone who purchases a ticket for an event managed by the Clocktower Centre. These Conditions apply to the ticket holder and everyone in their booking party.

[It is important that the main booker makes everyone in their booking party aware of the Conditions of Sale and the Conditions of Entry.]

1. All tickets are sold on behalf of the organisation responsible for presenting this event and is subject to the conditions applicable to that event and/or the venue where held. All tickets are sold GST inclusive.
2. Tickets may not be exchanged, refunded or returned after purchase except as stated in the Live Performance Australia (LPA) Consumer Guide.
3. Ticket holders may, if they find that they are unable to attend a performance, pass their ticket(s) on to someone that they know (provided they make them aware of the conditions of sale). However, Clocktower does not allow the sale of any Clocktower event via any other third party or ticketing agency, or by any other online site including Viagogo, Gumtree, Facebook, StubHub, Ticketmaster Re-sale and similar, unless there is a specific arrangement already in place. Any unauthorised sale of Clocktower events may result in the cancellation of a booking, and may include the loss of any refund and refusal of entry.
4. The right of admission is reserved.
5. The right is reserved to vary advertised programmes and to add, withdraw, or substitute artists, as necessary.
6. Latecomers may only be admitted at the discretion of the management, and at a convenient break in the performance or programme.
7. The use of camera and other electronic and recording devices is strictly prohibited in the auditorium, unless otherwise advised.
8. Hot Food and drinks in glass containers are not permitted in the auditorium.
9. Ticket holders enter the venue at their own risk and agree to all the conditions of entry and the directions of staff.
10. **During COVID-19** the Clocktower Centre may at its discretion, agree to exchange or credit all or part of a booking, if it deems that all or part of the group attending may be affected by COVID-19. Conditions apply\*.
11. **During COVID-19** patrons may purchase a group of tickets, with everyone in their group able to be seated together (subject to availability). All group members agree to provide their names and contact details upon attending the event, for the purposes of contact tracing, as required by Victorian Government guidelines. (All personal details obtained for registration and contact tracing purposes will be kept for 28 days, and then destroyed.)
12. **During COVID-19** the Clocktower Centre or the event Promoter may be forced to cancel or postpone the event or performance due to various reasons that may include a possible risk to public safety. In this event, all ticket holders will be entitled to a refund or exchange up to the full cost of the purchase. However, the Clocktower Centre or Promoter will not be liable for any additional expenses that may have been incurred, including, but not limited to, travel expenses and/or accommodation costs.
13. **During COVID-19** all ticket holders agree not to attend any event at the Clocktower Centre, if they or anyone in their immediate family or household, has in the previous 14 days shown any symptoms that may be COVID-19 related, confirmed to have COVID-19, or are awaiting

any test results for COVID-19, or being in direct contact with anyone known to have COVID-19. In this instance, all tickets holders agree to notify the Clocktower Centre as soon as is reasonable to discuss their situation.

14. **During COVID-19** all ticket holders agree to advise the Clocktower Centre immediately if they or anyone in their group tests positive within 14 days after attending the event that was booked.
15. **During COVID-19** the Clocktower may at its discretion, block out certain seats or areas to allow for social distancing, as directed by Victorian Government guidelines. The Clocktower, may also, at its discretion move bookings to accommodate specific requests and/or for the purposes of (seating) capacity management. All patrons agree to only sit in seats that have been allocated to them.

\* Conditions include, but are not limited to:

- 1) Advising the Clocktower before the performance date about any close COVID-19 infection in the immediate family or household of the ticket purchaser,
- 2) Providing the Clocktower with a medical certificate clearly outlining who has been diagnosed with COVID-19,
- 3) Other non COVID-19 medical conditions and changes in individual circumstances do not qualify for an exchange or credit,
- 4) Any advice or request received after an event will not qualify for any exchange, credit, or refund.