

CLOCKTOWER CENTRE BOX OFFICE Dec 2021

CONDITIONS OF ENTRY (Website, Foyer, Entrance, TH brochure, copy sent with tickets mailed, e-reminders)

The purpose of these Conditions of Entry is to ensure the safety and enjoyment of all visitors to the Clocktower Centre.

These Conditions of Entry apply to your entry and use of the Clocktower Centre's internal and external areas.

Summary

You must comply with the Conditions of Entry and follow reasonable directions of Clocktower Centre staff members, as well as any signage relating to your entry and use of these Premises.

We reserve the right to deny entry to, or remove any person, from the Premises.

1. You are responsible for the security of your own belongings while on the Premises and you must not leave any bags or personal items unattended.
2. You must not have in your possession and/or refuse to surrender to Clocktower Centre staff any prohibited object or article, but not limited to dangerous items, photographic or recording equipment, or food or alcohol that is not permitted to be brought into or used within the Premises.
3. You must behave in a respectful manner at all times, and in a manner that does not interfere with the safety and enjoyment of others. Specifically, you must not behave in a manner which causes or may cause property damage, or that threatens the safety of performers, visitors, or staff.
4. You must not smoke or use e-cigarettes inside or immediately outside the Clocktower Centre.
5. You must not consume food or drink on the Premises (including alcohol) that was purchased outside the Clocktower Centre.
6. You must not purchase or consume alcohol on the Premises unless you are 18 years of age or older.
7. You must not enter areas of the Premises not open to, or restricted to the public.
8. Children 14 years and under must be under the supervision of a responsible adult (18 years of age or older) at all times, including when seated in the auditorium for a performance.
9. Security cameras operate on the Premises, and you acknowledge that you may be filmed.
10. You must have a valid ticket to attend an event or performance (where ticketing is required), and have appropriate evidence of entitlement when purchasing a ticket or attending an event or performance with a concession.
11. Latecomers may only be admitted during a suitable break in the performance or event, and may be taken to a different seat or location. For some events, late admittance or re-admittance may not be possible.
12. You enter the Premises at your own risk. To the maximum extent permitted by law, the Clocktower Centre will not be responsible for any loss, damage, harm or injury arising from your entry to the Premises.
13. **During COVID-19**, when attending an event at the Clocktower, you will be required to provide your personal details, including your full name and contact phone number for yourself and all members in your group, for the purposes of contact tracing, as required by Victorian Government guidelines. Failure to provide this information may result in being

denied entry to the Premises and /or event. Anyone denied entry for failing to provide this information may not have their tickets refunded or exchanged. (All personal details obtained for registration and contact tracing purposes will be kept for 28 days, and then destroyed.)

14. **During COVID-19**, you agree not to enter these Premises if you or any of the family members in your group or household has in the last 14 days: a) been diagnosed with COVID-19, b) been exposed to COVID-19 or exposed to any person suspected of having COVID-19, and not yet received a negative result, or c) have any symptoms that may be COVID-19 related.
15. **During COVID-19** and from Friday 5 November 2021, all visitors to the Clocktower Centre will be required to have Proof of Vaccination with them and to digitally sign in to the Service Victoria app at the entrance. Everyone over 16 years of age must have a valid vaccination certificate, preferably linked to the Service Victoria app on their phone or in their digital wallet. [See below for detailed mandatory requirements and exemptions.] As at 11:59pm 15 December 2021 patrons aged 18 years and older will be required to provide evidence of Vaccination Status on entry to the venue. All people aged under 18 will still need to be checked in via the Services Victoria App.
16. **During COVID-19**, you agree to obey all social distancing requirements that apply and follow all venue signage and the direction of staff at all times.

Mandatory Vaccination Requirements

These conditions will apply until further notice on all tickets, regardless of the date of sale.

NOTE: Failure to comply with any of the below terms and conditions, or failure to comply with lawful guidelines or instructions will result in you and/or your group asked to leave the venue immediately without refund or further recourse.

- In line with the directions issued by the State Government, and/or the public health directions issued by the Chief Health Officer, the Clocktower Centre requires all patrons to abide by the Mandatory Vaccination requirements to enter the venue.
- For the purpose of these terms and conditions, proof of 'vaccination' refers to full vaccination as defined by the Department of Health (*currently two doses of an approved vaccine*).
- For the purpose of these terms and conditions, 'Photo ID' refers to a government issued identification showing the full name and photograph of the person, and that is not expired. Example: Drivers Licence, Passport, Keypass ID.
- All patrons must present proof of vaccination or proof of medical exemption via:
 - COVID-19 Digital Certificate via the Service Victoria app
 - COVID-19 Digital Certificate via mobile device digital wallet
 - Official Australian Immunisation Register certificate *with Photo ID*
 - Printed copy of Immunisation History Statement *with Photo ID*
 - Printed COVID-19 Vaccination Certificate *with Photo ID*

- Medical exemption issued in line with Department of Health guidelines *with Photo ID*
- Any other method that is approved by the Victorian Department of Health.
- Proof will **not** be accepted via:
 - Vaccine appointment card
 - Negative COVID-19 test result
 - Presentation of approved documentation without proof of identification where required, or requested
 - Any other documentation unless approved for use by the Victorian Department of Health.

Where tickets were purchased prior to 9am, Monday 1 November 2021, a refund will be available for ticket holders unable or unwilling to meet these requirements until 4pm, Friday 5 November 2021 by phone to the box office on 03 9243 9191.

- Refunds or exchanges will **not** be available where:
 - A patron is unable to prove their vaccination or exemption status on arrival
 - The age requirement for requiring proof of vaccination or exemption will align with the public health orders as issued by the Department of Health and Chief Health Officer
 - The requirement for all members of a booking to be aware of their proof of vaccination or proof of exemption requirement is the responsibility of the ticket purchaser. The venue takes no responsibility for refusing entry to anyone unable or unwilling to meet these requirements who was not informed by the ticket purchaser.

At the event

- Patrons must not attend if they are positive for COVID-19.
- Patrons must not attend if they have come in contact with anyone displaying the symptoms of, awaiting the results of testing for, or diagnosed with COVID-19 in the previous 7 days.
- Patrons may be asked health screening questions on arrival to the Venue.
- All patrons over 16 are required to check in via the Service Victoria QR Code System, or at Box Office via the digital kiosk on arrival at venue. Those under 16 must be signed in by a guardian (who must have valid proof of vaccination, or comply with current health guidelines at the time). As at 11:59pm 15 December 2021 patrons aged 18 years and older will be required to provide evidence of Vaccination Status on entry to the venue. All people aged under 18 will still need to be checked in via the Services Victoria App.
- The Patron is responsible for having their ticket/s available and to present them to the usher upon arrival.

- Patrons must sit in their allocated seat. Moving around or switching seats is not permitted.
- Patrons agree to abide by all physical distancing and health protocols.
- It is a condition of entry that all visitors comply with any DH directions. This may include patrons over the age of 12 years wearing a correctly fitting face mask unless they have a lawful exemption where mandated by Chief Health Officer directions.
- Patrons agree to follow the instructions of Venue staff at all times.
- Patrons not complying with protocols, DH guidelines or authorised requests, will be asked to leave immediately without refund or further recourse.
- Patrons acknowledge that whilst all reasonable and required health and safety precautions have been taken to keep the audience, staff and performers safe, that they enter at their own risk without recourse to claim against the Venue regarding health outcomes.

After the event

- If you, or a close contact of yours, are diagnosed with COVID-19 within 14 days of attending the venue, it is your responsibility to contact the Co-ordinator Arts & Culture, Clocktower Centre on 9243 9191 as soon as possible.
- The Clocktower Centre is committed to the safety of our patrons and staff and we thank you for your acceptance and adherence to these new safety measures in addition to our regular Terms and Conditions.