

## **CLOCKTOWER CENTRE BOX OFFICE June 2022**

**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**, 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.

14. **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.

### At the event

- Patrons must not attend if they are positive for COVID-19.
- Patrons may be asked health screening questions on arrival to the Venue.
- 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.
- 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.