

CLOCKTOWER CENTRE BOX OFFICE MAY 2022

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, unless otherwise advised.
9. Ticket holders enter the venue at their own risk and agree to all the conditions of entry and the directions of staff.
10. 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.
11. All ticket holders agree not to attend any event at the Clocktower Centre if they have been diagnosed with COVID-19 in the previous 5 days.
12. 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.

Purchasing tickets

- You must provide the following minimum contact details for yourself at the time of booking: Full name and contact phone number (mobile preferred), and a valid email.
- Contactless payment is our preferred payment method.
- The Venue may cancel the Event at any time and without notice if it determines (in its unfettered discretion) that the event should not proceed for reasons of public safety.
- Refunds or exchanges will not be available under any circumstance following a performance/event date, regardless of the circumstance.

At the event

- Patrons must not attend if they are positive for COVID-19.
- 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.
- The Clocktower Centre is committed to the safety of our patrons and staff and we thank you for your acceptance and adherence to these safety measures in addition to our regular Terms and Conditions.