

## SA Tix Ticket Sales Terms & Conditions

SA Tix provides ticketing services, including the sale and distribution of tickets, as agent for the venue, promoter, or person responsible for holding the relevant event.

Tickets are issued subject to the rules and regulation of the venue and presenter. Breach of any of these Rules and Regulations or any unacceptable behaviour likely to cause damage, nuisance or injury shall entitle the venue or event partner to eject you from the venue.

### **Tickets are sold subject to following conditions:**

1. Once confirmed, ticket sales are final. No refunds, exchanges or cancellations are available except as required by law.
2. Ticket holders enter the venue at their own risk and must adhere to all house rules.
3. The right is reserved to charge a fee for the replacement of tickets. SA Tix reserves the right not to replace tickets where seating is not allocated (general admission tickets).
4. Cameras, audio and video recorders may not be brought into the venue except where expressly authorised. The right is reserved to broadcast or telecast any event.
5. Management reserves the right of admission.
6. The right is reserved to add, withdraw, reschedule, or substitute artists and/or vary advertised programs, prices, venues, seating arrangements and audience capacity.
7. Tickets are only valid when purchased through an authorised medium; "the sale or attempted re-sale of a ticket by the Ticket Holder (including via on-line auction sites) without the prior consent of SA Tix / the Event organiser is prohibited." "If a ticket is sold or used in breach of these Event Terms, the Event Organiser / SA Tix retains the right to: cancel the ticket without a refund, refuse entry to or eject the Ticket Holder from the Event and/or commence legal proceedings."

"Should the Event Organiser / SA Tix offer a resale facility this will be the only legitimate way to on-sell any unwanted tickets. Use of tickets for or in conjunction with any advertising, promotion, marketing or competition is strictly prohibited."

Tickets are sold on behalf of the organisation responsible for presenting the event and are subject to the conditions applicable to that event. All tickets sold by SA Tix are sold subject to the Entertainment Industry Code of Fair Practice.

8. Terms and conditions for booking and collection of tickets include the following:
  - Posted tickets incur an additional fee per transaction.
  - Tickets not collected a half an hour after commencement of the performance are to be collected from the venues Front of House Staff.
  - Telephone ticket purchases attract a transaction fee.
  - Internet ticket purchases attract a transaction fee.
  - Box Office Counter ticket purchases attract a transaction fee.

9. It is your responsibility to check your tickets; mistakes cannot always be rectified. While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of tickets you have ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price (and credit or debit your account as applicable) or cancelling your order. If we are unable to contact you, you agree that we may treat the order as cancelled. If you choose to cancel after you have already paid the incorrect ticket price for the tickets, you will receive a full refund from us.
10. The Venue, Presenter accepts no responsibility for any personal property.
11. The ticket holder has a right only to a seat of a value corresponding to that stated on the ticket and the venue or presenter reserves the right to provide alternative seats to those specified on the ticket.
12. Ticket Exchanges

In instances where exchanging of tickets has been approved the exchange must be carried out within 24 hours of the event. An administration fee is charged for all exchanges per ticket.

13. Concession Policy

Proof of eligibility of concession must be presented to the box office team upon collection of tickets. Concession availability is at the discretion of the event organiser and may vary for each production (performance). All available concessions can be purchased over the phone, internet or in person at the event.

Unless otherwise stated concessions apply as follows:

- child concessions are available to patrons aged as stipulated by the event organiser
- senior discounts apply only to holders of SA Seniors Cards, and
- student discounts apply only to full time students
- pension concession apply to holders of a pensioner card

For performances where family tickets are available, they may be purchased to cover entry for two adults and two children, where the children are of an age eligible for the child's rate unless stipulated otherwise.

14. Customer Errors

If an error on your behalf results in SA Tix reprocessing the ticket transaction at your request, SA Tix may charge an administration fee along with any postage fees charged to SA Tix by a third party.

15. Late Arrival

Management reserve the right to refuse latecomers entry into the auditorium until a suitable break in the performance.

Please contact the SA Tix Team for details specific to the purchased performance.

16. Accessible Seating

If you have specific seating needs, please contact the SA Tix Team to discuss your seating arrangements.

17. Lost or Stolen Tickets

Please report lost or stolen tickets SA Tix as soon as possible. Duplicate tickets will only be issued up to 1 hour to the performance from the box office and a transaction fee per ticket may apply.

18. Privacy Policy

SA Tix respects the privacy of individuals in accordance with the Privacy Act. For more information, please see the privacy policy on our website.

19. Strobe Lighting and Smoke Effects

Some performances contain strobe lighting or smoke effects. Please enquire with The SA Tix or venue team for queries on individual performances.