

These Terms and Conditions apply to The Pavilion Performing Arts Centre Sutherland E-Gift Cards (“Gift Cards”) purchased via The Pavilion website.

### **How to Use**

- Gift Cards can be delivered to the original purchaser via email or sent directly to the recipient.
- To redeem your Gift Card, select the show you would like to attend, select your seats and in the ‘Order Summary’, you will be able to input your Gift Voucher Code before submitting payment.
- If you have an account with The Pavilion, you will also be able to upload your Gift Voucher Code into your customer portal and use these credits on your way to checkout.
- View your Gift Card account balance at any time by logging in via The Pavilion’s ticketing portal here: <https://tickets.thepavilionarts.au/MyAccount>

### **Purchase & Delivery**

- The Pavilion Gift Cards are available online only and are issued as E-Gift Cards delivered electronically.
- Gift Cards cannot be purchased in person or through third-party retailers.
- The maximum value of a single Gift Card is \$500. There is no minimum value.

### **Redemption**

- Gift Cards may be redeemed for tickets to eligible performances and events presented at The Pavilion (30 Eton Street, Sutherland) or the Sutherland Arts Theatre (21 East Parade, Sutherland) subject to availability.
- Gift Cards cannot be redeemed for cash and cannot be used to purchase additional Gift Cards.
- Gift cards cannot be redeemed at any of The Pavilion’s venue bars.
- Gift Cards are partially redeemable. If the total transaction exceeds the available Gift Card balance, the holder must pay the difference using an accepted payment method.
- If the transaction total is less than the Gift Card value, the remaining balance will stay on the Gift Card and may be used for future purchases prior to expiry.

### **Validity**

- Gift Cards are valid for 36 months from the date of purchase, in accordance with NSW law. Any extension beyond this period is offered at The Pavilion’s discretion and does not affect the minimum statutory validity period.
- The expiry date is displayed in the purchaser email, on the Gift Card and online via your customer login portal.

### **Fees**

- Gift Cards do not incur a standard booking fee upon purchase, however booking fees will still apply to any ticket transactions, including when purchasing tickets to an event and using the Gift Card.

### **Limits & Use**

- For account management purposes, each Gift Card can only be applied to one customer account.
- Multiple Gift Cards may be redeemed in a single transaction.

- Once redeemed against an account, Gift Cards are not reloadable and cannot be resold or exchanged.
- Except where required by law, The Pavilion is not responsible for Gift Cards that are lost or stolen. Gift Cards may be reissued with proof of purchase.

#### **Refunds**

- Gift Cards are non-refundable except where required by law, including under the Australian Consumer Law.

#### **Misuse**

- The Pavilion reserves the right to cancel a Gift Card or refuse redemption if it reasonably suspects the Gift Card is being used fraudulently, unlawfully, or in breach of these Terms and Conditions.

#### **General**

- The Pavilion may amend these Terms and Conditions from time to time. Any changes will not apply retrospectively to Gift Cards already purchased, unless required by law.
- These Terms and Conditions are governed by the laws of New South Wales, Australia.