

The Pavilion Ticketing Terms & Conditions

Thank you for choosing to attend an event at The Pavilion. By purchasing tickets or attending an event, you agree to the following terms and conditions. Please read them carefully to ensure a smooth and enjoyable experience for all.

1. Late Arrivals

If you or any member of your party arrives after the event has started, seating may be delayed until an appropriate break in the performance. At the discretion of management, you may be seated towards the back of the venue and may not be able to sit with the rest of your party.

2. Health & Safety

The health and safety of our patrons and staff is our top priority. If you are feeling unwell, or showing any symptoms of a communicable illness, please stay home. Similarly, do not attend if you are awaiting a COVID-19 test result or have recently been in contact with a confirmed case.

The Pavilion takes reasonable precautions to protect everyone's health and safety. By entering the venue, you and your party acknowledge and accept any associated risks.

3. Ticket Purchase

Authorised Sellers: Tickets purchased from The Pavilion Box Office (in person at 30 Eton Street, Sutherland, by phone, or online at www.thepavilionarts.au or an authorised agent) are valid. Tickets purchased through unauthorised agents or resellers may be cancelled without notice, and entry may be denied.

Booking Fees: A booking fee may apply to your ticket purchase, and all applicable fees will be communicated before checkout.

Ticket Limits: A maximum ticket limit may apply per customer. Orders exceeding this limit may be cancelled.

Full Payment Required: Tickets will only be issued after full payment has been processed and cleared.

Lost or Stolen Tickets: Lost, stolen, or missing tickets cannot be replaced without proof of purchase. An administration fee may apply to issue replacement tickets.

Duplicate Tickets: Unauthorised duplicate tickets will be refused entry.

Account Registration: You may be required to register an account before purchasing tickets on The Pavilion website or an authorized seller's website. You are responsible for all activity and transactions under your account.

Collection of Tickets: Please allow adequate time for ticket collection before the event. We do not take responsibility for any delays at the Box Office.

Concession and Companion Tickets: Patrons must be able to present to The Pavilion staff on entry the relevant identification to substantiate any concession or companion ticket purchases.

4. Refunds, Cancellations, & Resale

Refunds & Exchanges: Tickets are non-refundable and non-exchangeable, except in accordance with the Live Performance Australia Ticketing Code of Practice and Australian Consumer Law.

Resale Restrictions: Tickets may not be resold or offered for resale in violation of New South Wales law. Tickets resold above 110% of the original price (including fees) may be cancelled without notice and without refund or exchange. The Pavilion is not responsible for issues arising from tickets that have been resold privately without the venue's knowledge.

Event Cancellations or Rescheduling: While we make every effort to notify ticket holders of cancellations or rescheduled events, we cannot guarantee advance notice. If an event is cancelled or rescheduled, you may be entitled to a refund as per the Live Performance Australia Ticketing Code of Practice. Please note, The Pavilion is not responsible for any costs incurred by you (e.g., travel, accommodation) in the event of a cancellation.

5. Event Changes

The event Presenter reserves the right to:

- Add, withdraw, or substitute artists.
- Alter the program, seating arrangements, ticket categories, prices, and availability.
- Change the total number of tickets available for sale at any time.

6. Conditions of Entry

Valid Ticket: A valid ticket must be presented for entry. Entry may be denied without a valid ticket.

Children: Children under the age of 15 must be accompanied by an adult with a separate ticket. The accompanying adult is responsible for the child's behaviour and must take action to ensure other patrons' experience is not unduly affected. Children under 2 (unless otherwise specified) are permitted to sit on a parent/guardian's lap and do not require their own ticket unless you would like them to occupy their own seat.

Behavioral Expectations: You must comply with The Pavilion's **Conditions of Entry**. You may be asked to leave if you are intoxicated, disruptive, or behaving in a manner that compromises the safety and wellbeing of others. Tickets will not be refunded under these circumstances unless required by law.

Latecomers: Late arrivals may not be admitted until there is a suitable break in the performance, or may not be admitted at all. Tickets will not be refunded in these cases, unless required by law.

Prohibited Items: The following items are not permitted:

- Cameras, video or audio recording devices (unless otherwise stated).
- Food and beverages including alcohol purchased offsite
- Laser pointers, helium balloons, items that may be used as weapons, or any other hazardous items
- Large bags, backpacks, and umbrellas must be cloaked.
- Prams and walking frames must be parked in the foyer as directed.

All cloaked or stored items are left at your own risk.

Mobile Phones: Mobile phones, pagers, and similar devices must be switched off or set to silent mode during the performance.

7. Photography & Recordings

The Pavilion reserves the right to record, broadcast, or simulcast any event. By attending an event, you consent to being photographed, filmed, or recorded. The Pavilion and its authorised third parties may use your image, voice, or likeness for promotional purposes without compensation. The Pavilion is not liable for the use of such material.

Patrons must not record any event in any performance space including by the use of cameras, tape recorders, or other recording technology, unless explicit permission has been granted by the venue. You must obey event staff if instructed to cease recording activities. Refusal to do so may result in removal from the venue or event.

8. Privacy

By purchasing tickets, you consent to the collection, use, and disclosure of your personal information in accordance with The Pavilion's Privacy Policy. This may include sharing your information with the event Presenter or Venue when necessary. Please refer to The Pavilion's **Privacy Policy** for information about how your personal information is handled.

Feedback & Complaints

We value your feedback to help improve our services. To provide comments or concerns, please contact us:

Email info@thepavilionarts.au

Phone: 02 9063 2007

Post: PO Box 475, Sutherland NSW 1499

All complaints will be handled in accordance with our complaints policy, which is available on request.

9. Liability

The Pavilion sells and issues tickets for its own events as well as for events presented by third-party organisations. While we make every effort to ensure a positive experience, The Pavilion is not liable for any issues related to the event content or performance by the third-party presenter. All ticketing complaints and claims must be directed to the presenter, unless The Pavilion is at fault. To the extent permitted by law, The Pavilion is not liable for any loss, damage, injury, delays, additional expenses, or inconvenience arising from your attendance or non-attendance at any event.

You release The Pavilion (including its directors, employees, agents, and volunteers) from liability for any damage, loss, or injury you may suffer in relation to your attendance at any event or venue.

10. General Terms

Amendments: We may update these Terms & Conditions from time to time. Any updates will become effective immediately upon publication on our website and apply to any subsequent purchases.

Governing Law: These Terms & Conditions are governed by the laws of New South Wales, Australia.