



Conditions of Entry

To ensure the safety, comfort and enjoyment of all persons, the following Conditions of Entry apply to all persons, including the general public, contractors, employees and volunteers, attending The Pavilion, Sutherland Arts Theatre, or any other site managed by The Pavilion: Performing Arts Centre Sutherland Ltd. (The Pavilion). By entering The Pavilion's venues, you accept and agree to observe these Conditions of Entry, which may be updated from time to time by updating them on our website.

1. Directions

You must comply with all reasonable requests, instructions or directions made by The Pavilion and its staff.

2. Admission

The Pavilion may refuse entry to the venue or an Event or have you removed from the venue or an Event if:

- You fail to comply with these Conditions of Entry;
- You are intoxicated;
- You behave in an aggressive, threatening, disruptive or offensive manner;
- You behave in a manner or engage in activities that are deemed to be dangerous to yourself or to others;
- You purposefully interfere with or damage venue equipment or assets;
- You, or children in your care, interfere with another person's enjoyment of the Event or venue, or, with our staff carrying out their functions; or

Unless otherwise specified, The Pavilion and its venues does not provide supervision of children. All children 15 years and under must be accompanied by a supervising adult at all times and may be refused admission to the venue or Event if not accompanied by a supervising adult.

3. Prohibited Items

Bags and personal belongings may be subject to visual inspection to check for prohibited items such as weapons, alcohol purchased from outside the venue, glassware and glass bottles, offensive signs and clothing, laser pointers; and any other items that could present a safety hazard to others or interfere with the performance or enjoyment of the performance by others.

Umbrellas, backpacks, larger bags (larger than an A4 piece of paper) and other items that may be hazardous or restrict the movement of persons may be required to be cloaked.

Prams, strollers and capsules are not permitted into any Performance Space. Designated pram parking areas are available for use.

4. Prohibited Activities

Commercial activity including promotions, marketing, photography and filming are not permitted at The Pavilion's venues unless expressly authorised by The Pavilion.

The Pavilion's venues are Smoke-Free. You must not smoke, vape, or use any smoke imitating product on any premises operated by The Pavilion.

5. Cloaking

Cloaking is only available at The Pavilion Performing Arts Centre Sutherland. Sutherland Arts Theatre does not have cloaking facilities.

You may leave personal items to be cloaked at the Box Office if the Box Office is open, you hold a valid ticket to a performance on that day, and The Pavilion determines that the item is appropriate for cloaking and is not prohibited.

It is your responsibility to collect your items as soon as practicable after the conclusion of the performance or event. The Pavilion will deal with items which are not collected as lost property.

You leave any items with the Box Office for cloaking at your own risk, The Pavilion accepts no responsibility for damages or misplaced items.

6. Lost Property

If you lose an item at The Pavilion, Sutherland Arts Theatre, or any other location being operated by The Pavilion, please contact us on info@thepavilionarts.au and we will use reasonable endeavours to locate your item for collection.

Perishable items are destroyed immediately when found due to health and safety reasons. Other items which are soiled or unsafe to retain will also be destroyed. All other items will be disposed of after three months. If your item is not found within three months, the enquiry will be closed.

7. Event Requirements

Latecomers 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.

The Pavilion endeavors to communicate all known performance warnings prior to Events, however, there may be Events where performance warnings are not specified until the commencement of the Event if at all.

You must switch your mobile phone off or to silent while in a theatre or event space.

The Pavilion reserves the right to move an audience member to an alternative seat or remove them from the venue where The Pavilion believes they are causing disruption to artists, performers or other audience members or are interfering unreasonably with other's enjoyment.

For ticketed events, The Pavilion's additional **Ticketing Terms and Conditions** also apply. Tickets are non-refundable and non-exchangeable, except in accordance with the Live Performance Australia Ticketing Code of Practice and Australian Consumer Law.

8. Food & Drink

Hot food or odorous food is not permitted into any performance space, and for specific events all food may be prohibited from the venue or performance space.

Glass bottles and glassware is not permitted into the performance spaces and their contents must be decanted prior to entry.

You must not take alcoholic beverages outside of any venue premises.

You must not bring any externally purchased food and beverages into the venues. Bottled water, infant feeding, and medical requirement items are permitted.

The Pavilion's venues are cash-free and accept digital only payments for transactions. Payment methods include Visa, Mastercard, American Express, and EFTPOS.

9. Clothing

You and anyone for whom you are responsible must remain appropriately clothed whilst within The Pavilion's venues including the wearing of footwear.

You must not wear any hat, headwear or helmets indoors, except headwear that is recognised as part of your religious dress.

10. Accessibility

Please inform the box office of any accessibility requirements prior to attending an event to help us ensure that appropriate seating is available.

Email our Box Office at boxoffice@thepavilionarts.au with your request at any time

Visit our Box Office in-person on Thursdays and Fridays between 10 AM and 4 PM.

Call our Box Office on 02 9063 2006 on Thursdays and Fridays between 10 AM and 4 PM.

Please be aware that lighting levels may vary in the venue and performance space.

You must not bring animals into any venue other than an Assistance Animal in the company of its registered owner. Assistance Animals must display a vest or leash for ease of identification.

Refer to The Pavilion's **Customer Service Charter** for more information about The Pavilion's accessibility features.

11. Photographs, Recording and Privacy

You must not record any event in any performance space including by the use of cameras, tape recorders, or other recording technology.

You must obey event staff if instructed to cease recording activities. Refusal to do so may result in removal from the venue or event.

The Pavilion reserves the right to record, broadcast and/or telecast any event at The Pavilion's venues and you consent to the use of any image or recording taken of you, and anyone for whom you are responsible, while on the premises. The Pavilion is not obliged to use, broadcast or provide to you any such recording.

If you do not consent to the reserved rights of this clause, you must make yourself known to The Pavilion's staff upon entry to the venue.

The Pavilion uses closed-circuit television (CCTV) cameras at its venues in accordance with its **CCTV Policy**.

Please refer to The Pavilion's **Privacy Policy** for information about how your personal information is handled.

12. Safety

You must report to The Pavilion's staff any incident that affects you or that you witness.

You must take all reasonable steps to ensure that circumstances of the incident are reported to The Pavilion's staff.

The Pavilion may escalate a medical incident to the State Ambulance Service if determined that it is required or requested.

13. 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 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.

You are at all times responsible for your personal possessions such as bags, mobile phones, and other items you carry with you, and must not leave your possessions unattended at any time.

The Pavilion's liability to you in relation to tickets is limited to the obligations specified in The Pavilion's **Ticketing Terms and Conditions**.

14. Feedback

The Pavilion values your feedback. You can submit any feedback to info@thepavilionarts.au

If you experience a problem or issue within our venues or our services, please let venue staff know promptly, and we will use reasonable endeavours to address the issue.

If you wish to make a complaint about our services, we ask that you do so in a timely manner and in any event within five working days after the relevant event or issue.