

## **TERMS & CONDITIONS – SPIEGELTENT HOBART**

Spiegeltent Hobart is produced by Strut & Fret Production House.

Strut & Fret may vary these Terms and Conditions at any time. Strut & Fret will post the varied Terms and Conditions on its website.

By making a purchase from Strut & Fret, you agree to be bound by the Terms and Conditions as they stand at the time of your purchase.

### Fees and Charges

- All prices are stated in Australian Dollars and include booking fees and GST where applicable.
- Prices are subject to change without notice.
- If the amount you pay for a ticket is incorrect, Strut & Fret may cancel that ticket (or the order for that ticket) and refund to you the amount that you paid. This will apply regardless of whether the error arose due to:
  - an error in a price posted on this web site or otherwise communicated to you, or if you are able to order a ticket before its scheduled on-sale or presale date or you are able to order a ticket that was not supposed to have been released for sale; or
  - human error or a transactional malfunction of a Strut & Fret-operated system.
- Tickets for performances and events at the venues are valid only when purchased from Strut & Fret, or from a person authorised by Strut & Fret to sell or distribute tickets. Beware of forged or fraudulently acquired Spiegeltent Hobart tickets. Buy Spiegeltent Hobart tickets only online at [www.spiegeltenthobart.com](http://www.spiegeltenthobart.com). If you buy counterfeit or forged tickets, you may be liable for prosecution.
- Tickets may not, without Strut & Fret's prior written consent, be on-sold at a premium, offered as a prize or inducement, packaged or otherwise used for advertising, promotional or other commercial purposes. Strut & Fret reserves the right to refuse admission to the bearer of any ticket sold or otherwise provided or distributed in breach of this condition. Use of tickets in a manner which breaches any of these terms and conditions may attract criminal penalties.

### Refunds/Exchanges

Please check your booking carefully at the time of purchase, as all sales are final and cannot be refunded or exchanged after purchase. Strut & Fret is a member of Live Performance Australia and adheres to the Live Performance Australia Ticketing Code of Practice. Consumer and Industry codes are accessible to the general public at [www.liveperformance.com.au](http://www.liveperformance.com.au).

### Ticket Delivery

Ticket postage is subject to a \$7.00 postage and handling fee. Tickets will be available for post until 23/02. We are also able to offer printable Tickets@Home delivery. You are responsible for printing Tickets@Home. Your confirmation email only will not suffice. Tickets presented on a mobile device may not always be sufficient. If you choose to collect your tickets at the performance venue, please ensure you arrive with ample time. General admission tickets do not have allocated seating and cannot be replaced if lost or stolen.

### Child, concession, and family tickets

Children 12 years and under are entitled to tickets at the child price where available. Concession tickets are available for the following: full-time students, health-care card holders, pensioners and children 12 years and under where there is no child price available. Proof of concession must be

provided at the time of purchase, collection or upon entry to the performance. Family tickets, where available, include 4 people, at least 2 of whom must be children.

#### Babes in Arms

When specified, children 18 months and under can sit on the lap of a carer free of charge. Any child over this age must have a valid ticket. No children, including babes in arms are permitted to Restricted 18+ performances.

#### Companion Cards

Strut & Fret accepts Companion Cards for all performances. A valid Companion Card or Companion Card number must be produced at the time of booking. To make a Companion Card booking please call Strut & Fret on 03 9640 0028.

#### Accessibility

Spiegeltent Hobart is accessible to wheelchair users and patrons with access requirements. To purchase accessible seating for ticketed performances, please call Strut & Fret on 03 9640 0028.

#### Program Details

The Spiegeltent Hobart 2018 program of events is correct at the time of printing. In the event of a performance cancellation, every effort will be made to inform ticket holders, but please ensure you check the website on the day of a performance. Strut & Fret collects your information in case of an event cancellation or amendment. If you fail to supply sufficient contact details, Strut & Fret is not responsible for failure to contact you.

#### Confirmation and delivery

- If you do not receive an order confirmation number (in the form of a confirmation page or email) after submitting payment information, it is your responsibility to confirm with Strut & Fret that your order has been successfully placed. Strut & Fret will not be responsible for any losses you incur if you assume that an order was successfully placed having not received a confirmation number.
- If you have selected delivery by postage, please refer to your confirmation email for delivery information and timeline.
- During Spiegeltent Hobart's Box Office operational hours, if you select 'Collect at Venue, event tickets will be available from the 8 Mar – 1 Apr, daily between 5.30pm and 9pm. You will need to present your confirmation number, the credit card used to purchase tickets, photo identification and valid concession cards.
- Postage will only be available until the 23 February 2018. Any tickets purchased after this time, will not be posted out and can be collected at the Spiegeltent Hobart box office. Photo ID and/or the credit card used in the transaction must be presented by the original ticket purchaser for collection.

#### Conditions of Entry

- Strut & Fret reserve the right to refuse admission.
- Strut & Fret may impose additional specific conditions in relation to entry or attendance to a particular event.
- Spiegeltent Hobart is a venue licensed for the service of alcohol. In the interest of all people attending, Spiegeltent Hobart promotes responsible service and consumption of alcohol at all times. All patrons must adhere to Spiegeltent Hobart's policies and abide by the relevant liquor licensing regulations. They must respect Spiegeltent Hobart's bar and security staff in their duty to uphold Spiegeltent Hobart's service and safety policies. Patrons are reminded

that it is an offence to supply alcohol to a minor, bring alcohol into or from a licensed premises, consume alcohol if intoxicated and to remain on licensed premises if intoxicated.

- Mobile phones and other electronic devices must be switched off during all performances.
- No drugs, weapons, glass containers, alcohol or lasers may be taken into Spiegeltent Hobart
- You must not engage in offensive or inappropriate behaviour at an event, including but not limited to by wearing or otherwise displaying any commercial, political, religious or offensive signage or logos.
- Strut & Fret and/or the event organiser reserves the right to film, video, record, photograph, broadcast or telecast the event. You agree that you may be filmed, taped, interviewed, photographed or recorded while attending an event and you consent to Strut & Fret or third parties engaged by Strut & Fret filming, taping, interviewing, photographing or recording you. You further agree that Strut & Fret may use, publish, edit, incorporate or otherwise exploit (and authorise others to do the same) any materials produced for any purpose without further reference to you.
- Without prejudice to any other rights which Strut & Fret may have, if you contravene any of these Terms or Conditions, you may:
  - be refused entry to, or remove from, the venue;
  - have your ticket confiscated and/or cancelled without refund or recompense; and
  - be disqualified from purchasing tickets for or entering in to other events
- In the event that you are refused entry to an event for any reason, then, in accordance with these Terms and Conditions, no refund will be paid.
- Latecomers will be admitted to a performance during a suitable break at the discretion of venue management. Please note that, for some events, latecomers may not be admitted at all.
- Cameras and other recording devices are strictly prohibited in performance venues unless otherwise advertised. Mobile phones and other devices must be switched off upon entry to the venue.

#### Liability

- Strut & Fret takes no responsibility for loss or damage to personal property.
- You are responsible for your own safety and property while attending an event, and to the extent permitted by law you release Strut & Fret and its officers, directors, employees, consultants, licensors, suppliers and agents from any liability for any claims, damage or loss you may suffer in relation to your attendance at an event, howsoever caused, including due to any negligence or other act or omission of Strut & Fret
- You agree to indemnify Strut & Fret and its officers, directors, employees, consultants, licensors, suppliers and agents against any claims, loss or damage suffered as a result of your wilful reckless or negligent acts or omissions at an event
- Strut & Fret is not liable for any claims, damages, compensation, losses or expenses that may be suffered or incurred as a result of an event being cancelled, postponed or changed.

#### Complaints or Questions

If you have a complaint or question regarding these Terms and Conditions of sale please contact Strut & Fret in the first instance: [spiegeltenthobart@gmail.com](mailto:spiegeltenthobart@gmail.com)