



## Conditions of Ticket Holder

1. Ticket holders are subject to the conditions applicable to that event/or the venue where held, as indicated on the front of the ticket.
2. All Sales Are Final. Purchased tickets may only be exchanged or refunded in accordance with the Live Performance Australia Ticketing Code of Practice. A fee may be applicable on eligible exchanges and refunds.
3. Unauthorised use of camera or recording equipment is strictly forbidden.
4. The venue and/or presenter reserve the right to refuse admission. This includes and is not limited to removal or refusal of admission for the safety and comfort of others, and/or in compliance with the Queensland Liquor Licensing Law.
5. Lock-out may apply for some shows. Admission may be refused after the lock-out period commences.
6. Tickets are not refundable if admission is refused.
7. Latecomers may only be admitted at the discretion of the venue and/or promoter if there is a convenient break in the performance.
8. Tickets may not be on-sold or used for other commercial purposes without the ticketing service provider's prior written consent.
9. The right is reserved by the organisation responsible for presenting the event to vary ticket prices, advertised programs and to add, withdraw or substitute performers as necessary.
10. If the amount paid for the ticket/s is incorrect, the ticket/s may be cancelled and the amount paid refunded. This applies regardless of whether the error arose due to: (i) an error in a price communicated to you; or if you are able to order a ticket or a ticket for a performance that was not supposed to have been released for sale; or (ii) human error or a transactional malfunction of a Brisbane Powerhouse operated system. If a ticket has been cancelled, a replacement ticket at the correct price may be offered.
11. Under no circumstances will a presenter, venue, or ticketing service provider be required to reimburse a consumer for auxiliary expenses incurred by the consumer in the attendance or non-attendance to an event. Auxiliary expenses include, but are not limited to, the cost of travel, car parking, child-care and accommodation. Consumers are encouraged to obtain sufficient ticket or travel insurance cover for such circumstances.
12. Fees and charges including but not limited to postage charges and exchange fees are non-refundable.
13. Ticket holders enter the venue at their own risk.

