

Knox Community Arts Centre (KCAC) Live Shows and Performances Terms and Conditions

Ticket Sales

Refunds

The ticket is sold or issued by Knox City Council and is subject to Australian Consumer Law and to the following conditions.

1. The ticket is non-refundable and not available for exchange, unless required by Australian Consumer Law or subject to condition 2.
2. The ticket can be refunded, if you are unable to attend as you have COVID symptoms or are in isolation.
3. The right is reserved to vary the advertised program and audience capacity.
4. The right of admission is reserved by the venue and/or its' agent. Cameras, tape recorders and other recording devices are not permitted.
5. If an activity is cancelled due to an Act of God, natural disaster, adverse weather or for any other cause reasonably beyond the agent's control, there is no right of refund or exchange, and no obligation is assured by Knox City Council for the arranging of a substitute service, event or performance.
6. This is a TAX INVOICE
7. ABN 24 477 480 661

Changes to Capacity

In compliance with the Victorian Government's COVID-19 restrictions, the theatre seating capacity at KCAC for a performance or performances may change with short notice. Each patron will be notified directly by email or telephone with the details.

For any queries regarding capacity contact the Box Office on 9729 7287

If the number of tickets sold is greater than the legal capacity at the time of the performance, patrons with the most recent bookings will be contacted for refunds or credits.

Conditions of Entry

Arrival

All patrons must pre-register their attendance by purchasing a ticket.

COVID-Safe

All patrons are to comply with the COVID-Safe Conditions as outlined on the Knox Community Arts Centre Website and Facebook Event Page. This includes but is not limited to;

- Providing contact tracing details
- Providing sufficient proof of full COVID-19 vaccination (unless under 12 years 2 months of age or medically exempt)
- Maintaining social distancing
- Wearing face masks when required
- Not attending the event if experiencing symptoms or under isolation

Pets

Animals are not permitted to attend this event, with the exception of assistance animals.

Smoking

Smoking is not permitted at the event.

Behaviour

Disruptive, aggressive and offensive behaviour will not be tolerated.

Filming by Knox City Council

The event may be photographed, filmed or recorded for promotional purposes and the materials will be owned by Knox City Council.

Please refer to Knox City Council's Privacy Policy. If you do not wish to be recorded, please inform staff on entry.