

## 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 tested positive for COVID-19, are exhibiting symptoms, or are required to isolate.
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.
5. Cameras, tape recorders and other recording devices are not permitted.
6. 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.

### Conditions of Entry

#### Arrival

It is recommended that all patrons pre-register their attendance by purchasing a ticket. Limited tickets may be available for purchase at the Box Office prior to the show.

#### 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;

- 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, both inside and outside on Knox Community Arts Centre grounds

### 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.