

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

### Ticket Sales

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 or a credit applied to the patron's account if you are unable to attend due to testing positive for an infectious illness, exhibiting symptoms, or isolating. Patrons must inform the Box Office prior to the scheduled performance to be eligible for refund or credit. Requests for refund or credit after the scheduled performance will not be permitted.
3. The right is reserved to add, withdraw or substitute artists / teachers, vary ticket prices, and/or vary advertised programs, seating arrangements 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

#### Health and Safety Measures

In order to protect themselves and others against the spread of infectious illnesses, patrons must not attend the venue 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.