



WWAF TICKETING AND ATTENDANCE TERMS & CONDITIONS

Tickets are sold by the Woodend Winter Arts Festival (WWAF), a not-for-profit community organisation responsible for the management of this Event.

Tickets sold or issued by WWAF are subject to the following Terms and Conditions of Sale, and the Live Performance Australia (LPA) Ticketing Code of Practice, save that in the event of any inconsistency, these Terms and Conditions shall prevail. By purchasing a ticket or attending a WWAF event, you agree to abide by these terms and conditions.

If you have any questions or concerns you can get in touch with the team via email at woodendwinterarts@gmail.com. We do ask that you keep email requests to an absolute minimum as our pop-up festival runs with limited staffing resources.

TICKETS

All bookings are subject to availability.

Ticket purchase outlets are via the WWAF website or WWAF on-site Box Office only.

As part of WWAF's sustainability and COVID-Safe practices, WWAF issues digital tickets. Patrons are welcome to show their tickets on a smart-phone or print and bring them.

You must supply the correct full name and contact details of all attendees at the time of purchase.

All ticket sales are final. Once purchased, tickets are the sole responsibility of the purchaser.

Each ticket issued has a unique identifier (barcode or QR code), including electronic/digital (print-at-home and mobile) tickets. It is the responsibility of the purchaser to ensure all members of the booking party have a valid ticket for entry.

Lost or stolen General Admission tickets will not be replaced. WWAF reserves the right to charge an administration fee to issue replacement physical tickets for reserved seating events.

TICKET PRICES, FEES & CHARGES

Ticket prices are displayed in Australian dollars and are listed inclusive of GST and all ticketing fees and charges.

WWAF reserves the right to change pricing at any time and without notice.

Transaction fees will apply regardless of the number of tickets purchased.

DISCOUNTS AND PACKAGES

Early Bird Offer: Buy tickets prior to 21 April and receive 15% discount. Offer concludes on Thursday 20 April 2023 at 23:59 AEST.

4-Concert Offer: Buy tickets for 4 different music concerts prior to 21 May for \$160. Offer concludes on Saturday 20 May 2023 at 23:59 AEST.



All discounts are subject to the discretion of WWAF and may be varied or removed without notice.

CONCESSIONS

Where a Concession price is applicable, eligible patrons include:

- Pensioner Concession Card holders;
- Full-time students (including international students)
- Children aged between 5 and 16 years old.

Seniors (including Victorian Carer Card holders) and Health Care Card holders are not eligible for concession pricing.

Where concessions are applicable, proof of concession eligibility must be provided for on-site Box Office purchases, and carried on the holder's person and may be required upon entry to the venue. Failure or refusal to provide valid proof of concession may result in non-admittance or liability to pay the full price.

AGE RESTRICTIONS

Children under the age of 12 will not be allowed to enter or remain at events without a responsible supervising adult ticket holder. Children are not to be left without responsible adult supervision at any event. WWAF reserves the right to impose age restrictions concerning the attendance of those under 18 years of age should the content of the event so require.

COMPANION CARDS

WWAF welcomes Companion Card holders.

Companion Card holders who purchase a ticket will be provided with a complimentary ticket for their companion/carer. Sighting of the Companion Card may be required upon entry to the venue.

REFUNDS AND EXCHANGES

No refunds or exchanges will be available unless the event is cancelled or rescheduled for any reason. In this case, ticket holders will be offered a 100% refund of the ticket purchase price (excluding any booking or transaction fees).

If any event is cancelled, rescheduled or significantly relocated, WWAF is not responsible for any additional expenses incurred by the patron in these circumstances, for example cost of travel including car parking, childcare, and accommodation.

WWAF will take all reasonable steps to notify ticket holders of any event cancellations or rescheduled performances provided accurate patron details are given at the time of purchase.

Patrons are not entitled to an exchange or refund due to change of mind or circumstance, or not wishing to attend an event due to fear of exposure to COVID-19.



TICKET RE-SALES

Tickets to WWAF events are not to be resold or offered or advertised for resale. It is a condition of sale that tickets are only valid if purchased through the WWAF website or on-site Box Office.

Tickets purchased through unauthorised resellers such as but not limited to the following sites: Viagogo, Ticketmaster Resale, eBay, Gumtree StubHub, may be fraudulent and entry to the venue is not guaranteed. WWAF is not responsible for honouring or refunding tickets purchased from unauthorised agents or resellers.

CHANGES

Every effort has been made to ensure program details are correct, however programming plans are subject to changes.

WWAF reserves the right to change ticket prices and/or seating arrangements, add, withdraw or substitute artists, vary any advertised program, change venue and vary audience capacity. No claim for compensation shall be made in the event that the program is varied due to the non-appearance of an advertised artist.

No claim for compensation or refund shall be made in the event that the event does not meet the ticket holder's expectations.

COVID-19 CONDITIONS

WWAF events are subject to changing COVID-19 or other health and safety guidelines. All attendees will be required to comply with all Victorian Government and venue directions in place at the time of the event. If additional conditions apply to your attendance, WWAF will use all reasonable efforts to communicate these requirements prior to the event.

Patrons must sit in their allocated seats as directed by WWAF staff and/or volunteers. In the case that capacity restrictions are imposed (or lifted) prior to an event, WWAF will amend audience capacity and seating arrangements in line with government requirements.

WWAF will operate under all health and safety conditions in accordance with government requirements at the time of the event. All attendees must comply with the relevant regulations at the time of the event.

In the case that a patron has received a positive COVID-19 test result or is isolating while awaiting a COVID-19 test result, ticket refunds are at the discretion of WWAF and can be facilitated on the following terms:

- a) Ticket refunds must be sought prior to the day of the event and cannot be facilitated retrospectively;
- b) Patrons may be asked to submit proof of their positive test result;
- c) Refunds may not be applied to the entire booking unless all members of the booking party have the same circumstances (isolation or illness);



- d) For interstate and overseas patrons who may be affected by border closures (if imposed) or isolation requirements, a refund will be given.

If a patron is unwell with symptoms of COVID-19, please stay at home and do not attend any WWAF event.

Patrons are not entitled to an exchange or refund due to change of mind or circumstance, or not wishing to attend an event due to fear of exposure to COVID-19.

EVENT ATTENDANCE

Event staff and/or volunteers reserve the right to refuse entry to any person who:

- a) cannot produce a valid ticket or e-ticket;
- b) presents an e-ticket that has been purchased or obtained through an unauthorised source or by illegal means;
- c) presents an e-ticket that has been duplicated; or
- d) is, in the opinion of the WWAF staff member or volunteer, intoxicated, unruly or inappropriately attired for the event.

Latecomers may not be admitted until a suitable break in the performance. In some circumstances, latecomers may not be admitted at all. WWAF and venue management reserves the right of admission. Tickets will not be exchanged or refunded in these circumstances, unless required by law.

Aisles in venues must be kept clear, and patrons must follow directions given by event staff regarding seating, traffic flow and adjusting available space for patrons in venues.

All ticket holders consent to any WWAF approved filming, photographic and sound recording as members of the audience.

The use of cameras, mobile phones and recording devices is strictly prohibited and may result in removal from the venue without refund. Any person not in possession of an official WWAF Media Pass endorsed for film and/or photography as appropriate, found using a video camera or any device to record performances may be expelled from the venue and may render the offender liable for legal action.

In the case of an emergency evacuation or situation, you must follow all WWAF and other directives of official personnel.

No animals will be permitted in the event venues, with the exception of assistance dogs.

LIABILITY

WWAF disclaims any and all liability for the acts, omissions and conduct of any third party including the products, services, actions or failure to act of any venue or other person in connection with the performance or referred to on this site.

Entry is at the ticket holder's own risk. WWAF shall not be held liable for any loss, injury or damage sustained entering or remaining on the site, including any liability arising from structural defects or



other acts or omissions at the venue of the event, or any liability arising from the content or conduct of the event concerned.

You will be liable for any loss or damage caused at the event by you or your invitees.

FIREWORKS & HIGH STREET FESTA EVENTS

In addition to the above terms and conditions, the following additional terms apply to the Fireworks and High Street Festa events.

Lighting of unauthorised fires or setting-off unauthorised fireworks is not permitted.

Please recycle wherever possible and place all waste in the appropriate bins provided.

Please respect our town and neighbours. Do not create excessive noise and do not litter while traveling to and from the event.

Alcohol may only be consumed within licensed areas. In accordance with legislation, children under the age of 18 must be accompanied by a responsible adult when entering licensed areas.

Smoking is only permitted within the designated and signposted areas within the event area. Within Woodend village, standard smoking laws are in line with the Tobacco Act which disallow smoking within a 10-metre radius of food preparation and service areas.

Attendees agree to comply with all WWAF and venue security arrangements, including personal searches (if deemed necessary by WWAF). All glass bottles, alcohol, illegal drugs, weapons or dangerous items are prohibited and will be confiscated. No claim may be made against WWAF or the venue provider for items confiscated.

Persons found in possession of illegal drugs, weapons or dangerous items will be removed from the event and may be referred to Victoria Police.

WWAF or the venue provider may refuse admission to any ticket holder for any reasonable cause and may request any ticket holder to leave the venue for any reasonable cause.

WWAF takes no responsibility for any hearing damage or loss. Please use ear plugs if necessary.