



## **Darebin Intercultural Centre ticketing terms and conditions**

### **Terms and conditions**

Tickets sold are subject to Darebin City Council's full terms and conditions. Tickets are sold subject to any additional conditions as notified by the presenter. Anyone purchasing a ticket or attending an event agrees to abide by these terms and conditions. When booking, you must provide your full name and email address and/or phone number.

### **Accessibility**

Darebin City Council is committed to improving access for all people.

- Darebin Intercultural Centre is wheelchair accessible. Please include notes on accessibility requirements in your booking.
- Council accepts Companion Cards for all events. Please register for Companions at the time of booking.
- Guide and assistance dogs are welcome at our venues. Please notify staff when booking.
- Auslan interpreters may be arranged subject to the discretion and budget of the event producer. Auslan interpreted events are indicated on event listings. To request Auslan interpretation during your visit, please contact [intercultural@darebin.vic.gov.au](mailto:intercultural@darebin.vic.gov.au)
- A Hearing Loop is installed in the Darebin Intercultural Centre. Please contact the venue to enquire if this service is available for your event.
- Multilingual translation services are available when purchasing during office hours. Please ask venue staff if you would like to speak to someone in your language.
- National Relay Service:
  - TTY users please phone 133 677 and ask for the relevant box office number.
  - ii. Speak and Listen users please phone 1300 555 727 and ask for the relevant box office number.
  - iii. Internet Relay users please connect to [www.iprelay.com.au/call/index.aspx](http://www.iprelay.com.au/call/index.aspx) and ask for the relevant box office number.

### **Event information, cancellations and changes**

Every effort is made to ensure all information, including dates, times, and prices are correct at the time of publication and communication.

Council and/or the presenter reserves the right to change dates, times, programming, artists, audience capacity and duration of a production, including cancellation or postponement, without notice. Council and venue staff will make every effort to notify all patrons who have booked a ticket via email, where appropriate.

### **Ticket collection**

Tickets are delivered electronically via email at the time of purchase.

### **Latecomer policy**

Events commence promptly at the advertised time. Council reserves the right to admit latecomers only if/when there is a suitable break in the event, and to re-allocate seating. Council reserves the right to refuse entry to prevent disruption to other patrons and the event.

### **Conditions of entry**

Council is not responsible for any loss, damage, harm or injury arising from a customer's entry or event within the venue premises.

Admission into our venues is at the discretion of our venue staff. Any patron causing a disturbance during the event will be asked to leave.

**Lost tickets**

Replacement tickets or a lost ticket pass will be issued at the discretion of the Ticketing Supervisor and/or venue staff prior to the event.

**Babies**

Children under two years old do not require a ticket provided they sit on a ticket holder's lap and do not occupy a seat. For family and children's events, only babies under 12 months old will be admitted without a ticket. Prams/pushchairs/capsules must be stored in the areas designated by venue staff.

**Cameras and recording devices**

Cameras and other recording devices are not permitted, unless an arrangement has been made with Council prior to an event. Council reserves the right to request the deletion of any unauthorised photos or video footage.

**COVID-19**

By purchasing tickets and coming to our venues, we recommend:

- Staying home if you feel unwell
- Practicing good hand hygiene

We support those who choose to wear a face mask while visiting our venues.

**Purchasing Tickets**

- Seating allocations are not guaranteed and may change at any time in line with the physical distancing guidelines and/or capacity restrictions issued by the Department of Health or Chief Health Officer. This may require previously allocated seats to be moved to comply with current restrictions.
  - Once the event commences, there can be no changes to tickets.
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- Council may cancel or reschedule an event at any time and without notice if it is deemed that the event should not proceed for reasons of public safety including, without limitation, due to risks associated with COVID-19. The original ticket purchaser will be notified via email.
  - Disclaimer and exclusion: The ticket holder enters the venue and attends the event at their own risk and will not make any claim or take any action against the venue in respect of any injury or damage they may suffer arising out of the ticket holder contracting COVID-19 or the consequences of any actual or suspected contact with a person with COVID-19.