



## 40<sup>th</sup> PORT FAIRY FOLK MUSIC FESTIVAL

**March 11 - 14 • 2016**

### TERMS & CONDITIONS OF ENTRY & ATTENDANCE

**Please read the information on conditions of sale and attendance.**

#### TICKET EXCHANGE CENTRE

##### Collect your Weekend Wrist Band Pass

To gain entry you must exchange your paper ticket for a valid wrist band pass. On arrival to Port Fairy you need to check in at the **TICKET EXCHANGE CENTRE**. It is situated adjacent to the Main Arena in Campbell St – (at the front of the Swimming Pool).

**After 8.00pm on Saturday you may exchange tickets for a wrist band at the Performers Reception which is just metres away. Follow the signage.**

#### TICKET EXCHANGE HOURS:

**The centre will open at the following times:**

Friday	Mar 11	9.00am – 11.30pm
Saturday	Mar 12	9.00am – 8.00pm

**After that the TICKET EXCHANGE will be at THE PERFORMERS RECEPTION situated just metres away.**

Saturday	Mar 12	8.00pm – 11.30pm
Sunday	Mar 13	9.00am – 6.00pm

**Your e-ticket will be exchanged for a wrist band which you must wear all days of the festival to gain access.**

#### FESTIVAL ARENA GATE TIMES

Friday	Mar 11	5.00pm – 1am
Saturday	Mar 12	8.30am – 1am
Sunday	Mar 13	8.30am – 1am
Monday	Mar 14	8.30am – 1pm

**Entry is forbidden at all other times except for staff and service providers.**

#### Ticket Conditions

##### 1 Valid Tickets:

We must be able to verify your purchase at **The Ticket Exchange** at Port Fairy – the credit card or car license will suffice.

This e-ticket is proof of purchase of the above event and must be presented at the time of admission. It is not transferable and only one ticket is valid per ticket purchased. Tickets cannot be on-sold by any means at a price greater than the purchase price of the ticket. Scalped tickets maybe cancelled, and the ticket holder may not be permitted entry.

##### 2 Valid Entry:

Festival Organisers reserve the right to refuse entry to any person who:

- cannot produce a valid e-ticket
- presents an e-ticket that has been purchased or obtained through an unauthorised source or by illegal means
- presents an e-ticket that has been duplicated.
- ticket orders will be cancelled if cheques are dishonoured or credit card funds are unavailable

##### 3 Lost, Stolen, Destroyed Ticket:

If your e-ticket has been destroyed, lost or stolen

BEFORE the festival starts, contact the Festival office on **03 55682227**. A new ticket can be issued and original will be cancelled but a small fee will apply.

#### 4 No Refund Policy:

The festival will be held in any weather conditions.

The organisers reserve the right to change the program as required by circumstances and conditions at any time without notice.

In the event that the festival has to be cancelled tickets will be refunded on request within seven days of such request.

#### 5 Festival Organisers will not refund or replace any tickets when:

- the ticket holder is unable or chooses not to attend the event
- the e-ticket has been duplicated
- the weekend wrist band pass is lost, damaged, forged or stolen from someone else.
- the ticket holder has been refused entry or evicted from the premises in any of the circumstances outlined in the Terms and Conditions
- the event does not meet his or her expectations.
- the patron is unable to gain entry to a particular venue or performance - general seating on available space basis applies.

#### 6 Youth Policy and Proof of Age:

Youths from 13 to 17 years age must have a valid ticket.

*Youth tickets may only be purchased by an adult ticket-applicant/ticket-holder.*

*Youth ticket holders must be accompanied at the festival by a parent or responsible adult over 25 years of age.* The responsible adult is obliged that their youth ticket holders comply with ticket terms. We may ask for verification that the contact for the responsible parent or adult is genuine.

Proof of age ID is required when collecting a youth wristband. Age must be under 18 on the last day of the festival.

#### 7 Children

Children 12 and under are FREE but must remain under the care of parents at all times.

Children **MAY NOT** be left at the **Children's Folk Circus** or the **Street Acts Flag Circle** unattended by the parent(s). Poor behaviour by children has been reported at these venues.

Children 12 and under must have the parental **contact mobile phone number** on their wrist band as we will need to contact parents of unattended children or **lost children**.

**Lost Children:** we can attempt to contact parents via **mobile phone number on wrist band**  
Lost children will be escorted to the **Festival Information Tent** (see map)

### Be a Great Neighbour - Festival Etiquette

#### Good Behaviour - How to switch to Festival Mode:

We ask everyone to switch to "festival cruise" mode to create a relaxed and very peaceful space where we can experience music, ideas, learning, conversation in the embrace of friendship and conviviality.

**So relax, slow down, take a few deep breaths and "switch to cruise".**

#### How to be a brilliant Festival Neighbour:

The "Festival Experience" is unique and unlike any other. The big audiences at popular festivals are attracted by a great unique chance to enjoy so much. But this does mean we need to all do our bit to care and share so we all can enjoy it to the max! Patience and understanding are the stars. There are times when our best plans come unstuck. At times we will be wrong.

Many festivals have created helpful reminders for patrons to enjoy to the utmost. Try these:

#### Here are some brilliant tips – a commonsense good neighbour guide.

- |                               |                                  |                       |
|-------------------------------|----------------------------------|-----------------------|
| - Be a very good neighbour    | - Be friendly, kind & respectful | - Share the space     |
| - Don't rush, push or squeeze | - Share the space                | - Don't block views   |
| - Be courteous                | - See the lighter side           | - Smile & Help out ☺  |
| - Be nice to each other       | - Give phones a rest             | - Listen during shows |

#### 8 Venues:

As with most music festivals the ticket does not guarantee entry to a particular performance or venue. There is no reserved seating system. Access to venues is on a first come basis.

At times there will be queues and we acknowledge this can be frustrating. Everyone appreciates your patience and understanding.

## 9 Dancing:

All festivals find this a challenge & try to find ways to keep everyone happy. An impossible goal - so all have a compromise on offer. Chairs and dancing issues trouble all festival organisers! Some patrons take an extreme view that dancing is essential and if you don't dance this is a problem. Others have no desire at all to dance but are quietly in a peaceful delight of dancing brain cells as they listen to music they love.

But by all means dance your feet off where there is a lot of room and you won't block anyone's view. We aim to create suitable space at the sides of stages to allow most to see. We do our best & ask dancers to be understanding and do likewise.

## 10 Chairs:

Chairs must be the correct size to be placed towards the stage end of tents. Higher chairs MUST be to sides and rear.

- **Take all chairs with you. Chairs will be removed after 30 minutes of being left vacant or unattended. Chairs & blankets may not be left to reserve space. They can be recovered at Lost & Found.**
- **Chair height max 6" from the ground, top back height max 24".**
- **No oversize chairs will be allowed**

PLEASE be patient and respectful of your chair neighbours. We have many complaints about this issue on surveys. If you have a serious issue ask help from staff.

## Don't forfeit your ticket • What is not acceptable?

### 11 Unsocial Behaviour:

For the comfort and safety of all we must emphasise that antisocial behaviour has no place at a peaceful music festival. It will not be tolerated and offenders may be evicted. Behave well and everyone will be happy. All festival visitors need be respectful of others and their property and must not interfere with, damage or cause harm to any other visitor or their property.

### 12 The festival will not tolerate:

- noisy or disruptive campers: campers must be respectful and considerate of their neighbours. From 11pm onwards, noise in all camping areas must be kept to a minimum.
- loud or intoxicated or intimidating behaviour on the festival grounds, venues, camping areas or town streets.
- disruptive behaviour, vandalism, damaging or theft of the property
- threatening, inappropriate, aggressive, riotous, abusive, or insulting behaviour towards other patrons or event staff
- damage or tamper of any festival facility or equipment
- **Breach of the above conditions may result in the eviction of the patron from the site and or intervention by police.**

### 13 Other Festival Entry Conditions:

- You may not bring into the Festival Arena glass bottles, cans, alcohol, illegal drugs, dangerous items.
- We reserve the right to confiscate prohibited items and refuse entry without refund. Staff, Security Staff and Police have the right to search personal property of ticket holders for safety reasons. Refusal may result in entry being refused without refund.
- Alcohol served at the festival may only be consumed in designated areas.
- Under 18 year olds must be in company of a responsible adult companion in licensed areas.
- Proof of age for children and youth may be requested by staff.
- Alcohol **may not** be consumed in the streets of Port Fairy (council by law) and fines apply.
- Camping in cars along streets and public areas is prohibited.
- For the safety of patrons and equipment any dangerous, irresponsible, unruly, offensive, disturbing or inebriated behaviour is not allowed and offenders will forfeit their weekend pass and be ejected from the festival. A new pass may not be purchased.
- No audio or video recording of performances is permitted without written permission of artists and the organisers.
- No backstage access is permitted. Footwear must be worn at all venues.
- The event organiser has all rights to film, photo and video production of this event and patrons may be filmed incidentally during the event.

**The Port Fairy Folk Festival Committee Inc**

**Thank-You!!**