

Port Fairy Folk Festival Terms & Conditions of Entry



March Concert Series 2021

This ticket is sold by Port Fairy Folk Festival Inc (PFFF) (ABN 84 560 700), a not for profit community organisation responsible for the organisation of this Event. The following conditions are of sale (including any resale or subsequent assignment), entry and attendance at the Event.

'You' and 'your' refers to the customer. 'We', 'us', 'our', 'PFFF' and 'Event organiser' refers to Port Fairy Folk Festival Inc, its employees, contractors, volunteers and authorised persons. This agreement means these terms and conditions and any other conditions specified by us on our website and booking forms.

Ticketing

1. Tickets are sold subject to PFFF and TryBooking.com conditions of sale and to the terms and conditions of entry of the Event venue.
2. All ticket sales are final. Once purchased, tickets are the sole responsibility of the purchaser. Tickets are not transferable under any circumstance. It is a condition of sale that tickets may not be offered for commercial re-sale and they are only valid if purchased from Trybooking.com or through the Port Fairy Folk Festival Box Office. **Please Note:** The Box Office will not be open until 24 hours after Tickets go on sale online via www.portfairyfolkfestival.com or www.trybooking.com
3. In the event that we are forced to cancel due to COVID-19, you will be assured a 90% refund of the ticket purchase price, not including booking fee. 10% of your ticket purchase price will be retained to assure contractors and artists are paid their retainers, if not their full contracted rate.
4. All sales are final. No refunds or exchanges will be available unless the Event is cancelled or is rescheduled, and you do not wish to attend the alternative date.
5. Due to the very limited number of seats available for these events, there is a minimum of two tickets per booking online. If you would like to book one ticket, please contact our Box Office via admin@portfairyfolkfestival.com.
6. If you are unable to attend the event due to contracting COVID19, or COVID19 related symptoms, or you are required to self-isolate or quarantine, please contact the Box Office on admin@portfairyfolkfestival.com to arrange a refund. Medical or other evidence will need to be presented to the PFFF office to claim a refund. Please note, 90% of your ticket price will be refunded, as in point 3 above.
7. A COVID-Safe plan will be in place in accordance with Government requirements. All attendees must comply with the relevant regulations at the time.
8. You must supply the CORRECT FULL NAME and contact details of all attendees at the time of purchase. This is required for contract tracing should it be needed.
9. Tickets must match Ticket Holders details upon entry. ID may be requested upon entry.
10. The BARCODED/QR CODE TICKET is required for entry to the Event. Print the barcoded ticket or carry the barcoded ticket on your smartphone or device and bring with you to the event. The barcode is required for scanning at entry.
11. Event 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, or
 - presents an e-ticket that has been duplicated.
12. Companion Card holders who purchase a ticket will be provided with a complimentary ticket for their companion/carer. To arrange the complimentary ticket, please contact the Box Office on admin@portfairyfolkfestival.com. Please note a copy of the Companion Card must be provided.
13. Due to the extremely low number of tickets available for this event, we will be selling only one ticket type; this will be for general admission. This ticket will allow entry for adults (18 and over) and any children in their party; however we will not be selling youth tickets for this event nor will we be handing out child passes.

14. Ticket orders will be cancelled if cheques are dishonoured or credit card funds are unavailable.
15. Children 17 years and under are welcome to attend the event, however they will have to be in possession of a general admission ticket as detailed above.
16. If PFFF determines that the price of tickets set out on TryBooking.com is in error, persons who have purchased tickets will be contacted. If the error has resulted in the purchaser being overcharged, the amount overcharged will be refunded. If the error has resulted in the purchaser being undercharged, PFFF reserves the right to charge the purchaser the balance of the correct ticket price. If ticket holders disagree, tickets can be cancelled, and a full refund provided net of the non-refundable booking fee.
17. Tickets may only be purchased with a credit card issued in the purchaser's name. Fees and surcharges include GST. A \$5 administration fee applies to each booking processed through the Box Office in addition to the Trybooking transaction fee of 50 cents per ticket.
18. Tickets are sold on the express condition that ticket holders are bound by the rules and regulations issued by the organiser, the laws of the Commonwealth of Australia, the State of Victoria and the rules and regulations enacted there under.
19. If your ticket has been destroyed, lost, or stolen BEFORE the Event starts, email the PFFF Box Office on admin@portfairfolkfestival.com. A new ticket will be issued and the original cancelled.

Artists and Venues

20. PFFF reserves the right to 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.

Security

21. You agree to a search of your person or possessions on entry to the Event.
22. Ticket holders agree to comply with all PFFF security arrangements, as well as those of the venue provider, including personal searches (if deemed necessary by PFFF).
23. PFFF 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.

Audio & Visual

24. All ticket holders consent to any official filming, photographic and sound recording as members of the audience.
25. No equipment, recording device, phone or camera will be allowed where the user is intending to use the photos, audio or video for unauthorised commercial use. Any person not in possession of an official Pass endorsed for film and/or photography as appropriate, found using a video camera or any device to record performances will be expelled from the venue, will lose their wristband, and may render the offender liable for legal action.

Liability

26. PFFF 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.
27. The PFFF takes no responsibility for any hearing damage or loss, please use ear plugs if necessary.
28. You will be liable for any loss or damage caused at the Event by you or your invitees.
29. Entry is at own risk and the right to refuse entry is reserved by PFFF and venue providers. PFFF and venue providers shall not be held liable for any loss, injury, or damages sustained entering or on the site – to the extent allowed by the law.

Smoking, alcohol, illegal drugs and glass

30. Smoking is not permitted within Reardon Theatre or within a 4 metres of entry and exits.
31. All GLASS BOTTLES, ALCOHOL, ILLEGAL DRUGS, WEAPONS, or DANGEROUS ITEMS are prohibited and will be confiscated. No claim may be made against PFFF or the venue provider for items confiscated. Persons found in possession of illegal drugs, weapons or dangerous items will be removed from the venue.
32. Persons found in possession of illegal drugs will be evicted from the Event, will lose their wristband, and may face criminal charges.

Privacy

33. The information requested is only used in the processing of your tickets; in accordance with the Privacy Act 1988, the information is not supplied to any third party, other than any government agency as permitted by law.

Trading

34. Ambush marketing will not be tolerated. Setting up a promotional presence within or near the Event is not allowed without prior written consent of the Event organisers.
35. Tickets cannot be used as part of any marketing, media or sales promotion whether commercial or non-commercial without prior written consent of the Event organisers.

General safety

36. In the case of an emergency evacuation or situation, you must follow all PFFF and other directives of official personnel.
37. No animals will be permitted onto the Event site, with the exception of assistance dogs.
38. Fires and fireworks are not permitted.
39. Aisles must be kept clear, and patrons must follow directions given by Event staff in regards to seating, and traffic flow.

Environment and community

40. PFFF cares for the environment and community. Please recycle wherever possible and place all waste in the appropriate bins provided.
41. Please respect our town and neighbours and do not create excessive noise or litter while traveling to and from the Event.

General

42. Any breach of any of these terms and conditions will entitle the Event organisers to evict the ticket holder from the venue and confiscate any ticket or wristband, without refund.
43. No promise is made by PFFF that its website is error free or that files downloaded from this site are free of viruses or contamination.