

Arts and Culture Events Ticketing Policy

Date first adopted:	3 July 2006
Dates amended:	29 April 2014 26 September 2017 June 2022
Next review date:	June 2025
Position title of responsible business unit Manager:	Manager, Library, Arts & Culture
Approved by:	Council

CONTENTS

1. **TITLE**.....3

2. **OBJECTIVES**3

3. **DEFINITIONS AND ABBREVIATIONS**3

4. **POLICY**3

5. **HUMAN RIGHTS CHARTER COMPATIBILITY**.....5

6. **ASSOCIATED DOCUMENTS**.....5

7. **REFERENCES/RESOURCES**5

1. TITLE

Arts and Culture Events Ticketing Policy

2. OBJECTIVES

- 2.1 To provide guidelines for the sale and refund of tickets for ticketed events and performances managed by Council's Arts and Culture department.
- 2.2 To ensure that Council complies with the Live Performance Australia Ticketing Code of Practice where applicable.

3. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
Council	Glen Eira City Council
Code	Live Performance Australia Ticketing Code of Practice (8 th Edition)

4. POLICY

4.1 Companion card scheme

Council participates in the Companion Card Scheme, which entitles approved cardholders to be charged for one admission only, where that person must be accompanied by a carer (paid or unpaid).

4.2 Concession rates

- 4.2.1 A concession rate may be available at events.
- 4.2.2 A concession rate may apply to students, persons under 16, Senior Card holders and Health Care Card holders.
- 4.2.3 Where a concession rate is available, a concession card must be presented in person at the time of booking (if made in person) or on collection of a ticket.

4.3 Ticket sales

- 4.3.1 At an event for which tickets are sold, admission to the event is by valid ticket only.
- 4.3.2 Tickets are sold for a specific event as dated and identified on the ticket and are not transferable for other events.
- 4.3.3 Council accepts no responsibility for lost or damaged tickets.
- 4.3.4 Council may add, withdraw, or substitute artists or performers and vary advertised programs.
- 4.3.5 Council may alter seating arrangements and vary audience capacity.

4.4 Admission to events and performances

- 4.4.1 Council may refuse admission to any person or require any person to leave after admission, irrespective of that person being in possession of a valid ticket in the circumstances set out in the Code.
- 4.4.2 Subject to section 4.5.3 of this Policy, the use of mobile phones and recording equipment (including phones, cameras, and tape and video recorders) at Council events is strictly prohibited, and such equipment must be turned off before entry to the event.
- 4.4.3 Prior written consent to photographing, audio or video recording of an event must be obtained from Council. Council is under no obligation to give such consent and may impose reasonable conditions regarding any such consent.
- 4.4.4 Latecomers will only be admitted at a suitable break in the performance, and, in some cases, this may not be until a scheduled interval.

4.5 Payment for Tickets

- 4.5.1 All tickets must be paid for in full at the time of booking.
- 4.5.2 Tentative bookings or placing tickets 'on hold' are not permitted.
- 4.5.3 Pre-event bookings must be made via online booking service by credit card.
- 4.5.4 Tickets purchased at the door (when available) on the day of a performance can be made by cash, EFTPOS or credit card.
- 4.5.5 Free events can be booked via our online booking service or by telephone.

4.6 Refunds

- 4.6.1 Subject to section 4.7.2 of this Policy, a refund of a ticket will be made in accordance with the Code. The Code provides that a purchaser is entitled to a refund if Council:
 - (a) cancels an event; or
 - (b) re-schedules an event (and a purchaser cannot or does not wish to attend the rescheduled event); or
 - (c) the event is significantly relocated.
- 4.6.2 A purchaser must advise Council in writing of a request for a refund and provide the ticket number which is to be refunded, within seven (7) days, before a refund can be considered. Council will notify of outcome, as soon as possible.

4.6.3 Refunds will be made to the card which was used to purchase the ticket/s.

4.7 Exchanges

4.7.1 An exchange of a ticket is subject to availability and at the discretion of the Manager Libraries, Arts and Culture.

4.7.2 A purchaser must advise Council in writing of a request for an exchange with ticket number details before an exchange can be considered.

4.7.3 Where a request for an exchange is made for an event for which tickets are priced at a higher or lower rate, a purchaser must pay the difference and will not be entitled to receive the difference, respectively.

5. HUMAN RIGHTS CHARTER COMPATIBILITY

This Policy has been assessed as being compatible with the *Charter of Human Rights and Responsibilities Act 2006 (Vic)*.

6. ASSOCIATED DOCUMENTS

Live Performance Australia Ticketing Code of Practice (Eighth Edition)

<https://liveperformance.com.au/wp-content/uploads/2020/11/LPA-Ticketing-Code-Industry-Code-8th-edition-FINAL.pdf>

7. REFERENCES/RESOURCES