

# Arts and Culture Events Ticketing

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## CONTENTS

1. TITLE .....	3
2. OBJECTIVE.....	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

## 2. OBJECTIVE

- 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 ('Code') where applicable.

## 3. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
N/a	

## 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 it is necessary for that person to be accompanied by a carer (paid or unpaid).

### 4.2 Babies and toddlers

Children under two are permitted to sit on an attendee's knee during a performance at no charge. Children over two are required to sit in a separate seat which must be paid for at the standard concession rate.

### 4.3 Concession rates

- 4.3.1 Where possible, a concession rate will be available at all events and will apply to students, persons under the age of 16, senior card holders and health card holders.
- 4.3.2 Where concession rates are available, a concession card must be presented in person at the time of booking (if made in person) or on collection of a ticket.

### 4.4 Ticket sales

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

## **4.5 Admission to events and performances**

- 4.5.1 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.
- 4.5.2 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 prior to entry to the event.
- 4.5.3 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 in respect of any such consent.
- 4.5.4 Latecomers will only be admitted at a suitable break in a performance and, in some cases, this may not be until a scheduled interval.

## **4.6 Payment for Tickets**

- 4.6.1 All tickets must be paid for in full at the time of booking.
- 4.6.2 Tentative bookings or placing tickets 'on hold' are not permitted.
- 4.6.3 Pre-event booking payments made in person can be made by cash, EFTPOS or credit card.
- 4.6.4 Telephone bookings can be made by credit card (Visa or MasterCard only).
- 4.6.5 Tickets purchased at the door on the day of a performance can be made by cash, EFTPOS or credit card.

## **4.7 Refunds**

- 4.7.1 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.
- 4.7.2 A purchaser must advise Council in writing of a request for a refund and enclose the ticket/s to be refunded before a refund can be considered. If a refund is not approved, Council will, as soon as possible, return the tickets to the purchaser.
- 4.7.3 A purchaser will be reimbursed by cheque for the value of the ticket/s.

## **4.8 Exchanges**

- 4.8.1 An exchange of a ticket is subject to availability and at the discretion of the Manager Libraries, Arts and Culture.
- 4.8.2 A purchaser must advise Council in writing of a request for an exchange and enclose the ticket/s to be exchanged before an exchange can be considered.
- 4.8.3 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 (Sixth Edition)

## **7. REFERENCES/RESOURCES**