

Bannockburn Arts Charitable Trust

TERMS AND CONDITIONS OF SALE

IMPORTANT INFORMATION

Booking Conditions for Performances, Events, Workshops and Exhibitions

1. Bannockburn Arts Charitable Trust (BBA) sells tickets for performances and events which they manage themselves, and for events run by third party organisations. These latter events are the sole responsibility of the hosting organisation. The website will explain who the hosting organisation is.
2. Tickets are sold subject to availability and venue capacity.
3. Tickets are non-transferable between performances or events.
4. Tickets are generally non-refundable unless the event is SOLD OUT or the organiser CANCELS the event. In the case of a SOLD-OUT event a minimum of 1 weeks' notice is required for a refund. If a refund is offered the transaction fees are excluded.
5. While we do not generally offer refunds, if you find you are unable to attend an event, we are happy for you to gift or on-sell the tickets (at the purchase price or less) and would appreciate confirmation of the attendee change. Please note that Bannockburn Arts is not responsible for any exchanges made between third parties.
6. For sales of items at Exhibitions and markets, the sale is final, and no refunds or returns will be accepted.
7. Published Ticket prices include GST. Credit card processing fees of 3% may apply.
8. We reserve the right to admit latecomers only at a suitable point in the performance. If other conditions apply, they are displayed at the entrance to the venue.
9. BBA reserves the right to request or deny access to any parties whose behaviour or appearance or content is hateful or detrimental to the environment or event.
10. For ticketed events each person, including children over 2 years old, must have a relevant ticket to gain entry to a performance.
11. Door sale allocations are available for performances not already a sell-out. Door sales, when available, will be on sale at the venue 30 minutes prior to the performance.
12. Disabled access is available to all venues unless notified otherwise. If you require assistance, please contact us in advance.
13. Donations are paid in full to Bannockburn Arts Charitable Trust, minus credit card charges if applicable.
14. The use of mobile telephones or other similar devices is not permitted during shows.

15. Bannockburn Arts Charitable Trust assumes no responsibility for any error, omission, interruption, deletion, defect, delay in transmission when using this web site.
16. Your use of the information contained on the Bannockburn Arts website is at your sole risk. Whilst we will endeavour to make the material correct at the time of posting, BBA reserves the right to change details on this web site at any time and to alter without notice the advertised schedule of artists, performances or programmes.
17. All purchases are subject to these Terms & Conditions of Sale. Please read the above conditions carefully. By purchasing tickets on the web site or associated ticket retailer or in person, you are agreeing to be bound by these Terms & Conditions of Sale and if you choose not to be bound by the BBA Terms & Conditions of Sale, please do not purchase products at our events.