

Ticket Terms & Conditions

Your use of this site is subject to the following Terms and Conditions. By contacting us and ordering tickets you confirm that you have read and accept the Terms and Conditions in their entirety.

Terms and Conditions

1. Contract

1.1 A legally binding contract will come into existence when we accept your order.

1.2 Acceptance of an order placed by you is subject to the condition that tickets are available for the performance selected by you.

1.3 We will notify you by email if we accept your order. Acceptance will be deemed to have been effectively communicated to you when we send the email (whether or not you receive such communication).

1.4 No order will be accepted until we have received full payment for the cost of the tickets plus where applicable postage.

1.5 Once purchased, tickets cannot be transferred, exchanged, refunded or returned unless the event is cancelled, moved to another date, or details of the event are significantly changed after an order has been placed (significant changes being a change of headline act, venue or show time).

1.6 If an event is cancelled by the organiser/promoter, we will notify you by phone, email or in writing (using the details you provided us with at the time of ordering) and the face value of the ticket will be refunded.

1.7 If an event is moved to another date we will notify you by phone, email or in writing (using the details you provided us with at the time of ordering) and advise you of the rescheduled event. Tickets' will usually remain valid and refund requests will usually be accepted up until 1 week prior to the revised date, or 3 days after notification of the change (whichever is later) unless otherwise notified.

2. Price and Dispatch

2.1 Tickets will be dispatched to the address given when the order is placed, unless you choose to collect them from our office.

2.2 Customers are advised to check their purchase upon receipt and inform us of any errors as soon as possible.

2.3 It is the responsibility of the customer to inform us of any change of address, contact number or email address, both before and after the receipt of goods.

2.4 No duplicate tickets will be issued to replace lost or stolen tickets for standing or unreserved events.

2.5 We will not be responsible for failure of any delivery services employed to deliver on time.

3. Performances

3.1 The right to refuse admission to an event is reserved by the promoter and/or event venue, who may take health and safety, environmental and security concerns into account at their reasonable discretion.

3.2 We would advise customers that no refunds will be offered to customers who are refused entry or ejected from a venue on account of late arrival, being or appearing to be under age*, declining to be searched, abusive, threatening, drunken or other anti-social behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.

*Events and tickets where the age restriction applies are clearly indicated during the booking process. Please ensure that you read all the information that applies to the event/ticket that you are booking and carry proof of age if appropriate.

4. Liability

4.1 In all arrangements involving third parties we act only as your agent and no liability of any kind whatsoever shall be attached to us in connection with or arising from such an arrangement with a third party.

4.2 We do not accept any liability for any losses or claims arising from any inability to access our website or any failure to complete a booking on the website.

4.3 We do not accept liability for any indirect or consequential loss of any kind in contract, tort or otherwise arising out of the use of the website or the purchase of the tickets or other goods or services from us by whatever means.

4.4 Whilst every care is taken to ensure tickets or other goods or services ordered by you arrive on time at the agreed destination, we do not accept liability for loss or damage that is caused by any event or circumstances beyond our reasonable control.

4.5 To the fullest extent permitted by law we will not be responsible for loss, damage or injury to any person or their property howsoever caused.

5. Special Circumstances

5.1 We reserve the right to provide seats other than those specified from the seats issued to you to the same or higher value.

5.2 Tickets which are resold or transferred for profit by anyone will become voidable and the holder may be refused entry.

5.4 Children under two years of age will not be admitted to the Performance unless it is identified as a 'children show'. No tickets need to be purchased for children under two years of age unless they intend to occupy a seat separate to the one occupied by the adult accompanying them. However we reserve the right at our absolute discretion to direct you to remove a child under your supervision from a Performance where the child is causing disturbance or annoyance to others including the performers.

6. Privacy

6.1 By entering and using our website, you consent to the collection, use and retention of your personal information.

(i) Information about you including your name, address, telephone number, email address and credit/debit card details is recorded on a computer database controlled by us. The information is needed to process the transaction and fulfil your order and any subsequent problems or disputes.

(ii) We may also use the information for internal administration and analysis by us and our associated companies.

(iii) We disclose your information (but not credit/debit card details) to third parties on occasion but only for the purpose of completing your transaction with us.

(iv) We may disclose your information for the purpose of associated administration and obtaining professional advice and your information may also be passed to the management of the venue where the performance is taking place or the organisers of the performance at their request.

(v) We do not sell, rent or trade your personal information to third parties for marketing purposes.

6.2 We operate and are registered in accordance with applicable UK Data Protection Legislation.

7. Use of our Website

7.1 We reserve the right to update or otherwise change the terms and conditions or amend the website at any time and without notice to you.

7.2 We will not accept any liability for tickets or other goods and services which have been ordered through our website using your credit/debit card by someone not authorised to do so.

7.3 Our website uses industry standard encryption software and a secure server to ensure the safety of orders placed on our website. No one can access any information sent by you as long as it is sent using the secure pages. Therefore you must only send your credit/debit card details where asked for on our website and you must not send credit/debit card details by standard email.

8. Invalidity

8.1 If any part of these conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

9. No Waiver

9.1 No failure or delay on the part of any parties to these conditions relating to the exercise of any right, power, privilege or remedy provided under these conditions shall operate as a waiver of such right, power or remedy.

10. Governing Law

10.1 This agreement is governed by the laws of Queensland, Australia. You irrevocably submit to the exclusive jurisdiction of the laws and courts of Queensland, Australia.