

By purchasing a ticket to this event you agree to the following terms and conditions:

**1. Refunds, Exchanges and Name Changes**

Refunds cannot be guaranteed, except in situations where the event has been cancelled or rescheduled, or when Australian Consumer Law applies.

- a. A change in personal circumstances does not entitle a ticket holder to return a ticket and obtain a refund.
- b. If a ticket is not redeemed, a ticket holder is not entitled to request a refund post-event.
- c. Name changes will be accepted at any point prior to the first day of the event.

**2. Cancellation or Postponement**

In the case of the event being postponed or rescheduled, ticket holders will be advised of the new dates as soon as is practicable, and offered access to the rescheduled dates at no additional cost. If a ticket holder can no longer attend the event due to the change in dates, they will be entitled to submit a request for refund within four (4) weeks of being notified of the change in dates.

If the event is cancelled, ticket holders will be entitled to a full refund. To ensure timely processing, please ensure that a ticket confirmation number is included with the refund request.

**3. Collection of Information**

Prime Creative Media will not pass along ticket holders' information to any third party without their consent. If information is required to be communicated to a third party organisation, ticket holders will be notified at the time of purchase. Where they are purchasing tickets on behalf of someone else, Prime Creative Media relies that the ticket buyer has authority to act on behalf of the other registered people to submit their information and consent on their behalf to the terms and conditions as outlined here.

**4. Recording and Publication**

Ticket holders consent to photos and video footage being taken throughout the event, which may be used in any Prime Creative Media publication (print and digital) as well as for future marketing of this and other events organised by Prime Creative Media.

**5. Delivery of Tickets and Confirmation of Orders**

Confirmation of ticket purchase will be delivered electronically via email. Ticket holders should check their junk mail folder for any confirmation emails. It is recommended that all ticket buyers note their ticket confirmation number before navigating away from the confirmation page – this will be required to follow up on or to confirm a purchase. It is the ticket buyer's responsibility to contact Prime Creative Media if they believe an error has occurred during the ticket buying process. Prime Creative Media will not be responsible for any loss incurred (monetary or otherwise) if they assume that an order was or was not placed due to a technical error.

**6. Limitation of Liability**

To the extent permitted by law, Prime Creative Media shall not have any liability to the ticket holder/s beyond the value of the ticket and any transaction fee. Prime Creative Media will not be liable for any wasted expenditure or loss of enjoyment. Personal arrangements including accommodation and travel relating to the event which have been arranged by the ticket holder are at their own risk.

**7. Ticket Limitations**

When purchasing or redeeming a promotional code for tickets, there is a limit to a specified number of tickets per event. This policy is in effect to discourage unfair ticket buying practices. Prime Creative Media reserves the right to cancel any orders that we identify as breaching these conditions including where we know or reasonably suspect that ticket purchases or redemptions have been duplicated to avoid proper registration process.

**8. Fees**

Pricing displayed on our website excludes GST and transaction fees. Per transaction fees will be added to an order when it is finalised. In the case of event tickets being available onsite, these prices may be higher to allow for provision of ticketing staff.

**9. Currency**

All ticket prices are listed in Australian Dollars and are subject to GST. Payment methods accepted are Visa and Mastercard.