

Refunds, exchanges and replacements

1. Indigobelle Music does not offer refunds or exchanges as a result of a change in your personal circumstances or due to external factors such as, for example, adverse weather. Indigobelle Music will only provide a refund or exchange a ticket if an event is cancelled, rescheduled or significantly relocated by the Seller (and you cannot or do not wish to attend the rescheduled or relocated event), or to the extent otherwise required by law (including the Australian Consumer Law). If an event is cancelled, you do not need to apply for a refund as we will automatically attempt to process a refund back to the original payment method used to purchase the ticket. Otherwise, you must apply for a refund by the earlier of:
(a) 4 weeks after notification of the reschedule or relocation; or
(b) 72 hours prior to the event. If you do not request a refund by that date, you will have agreed to the reschedule or relocation and will not be entitled to claim a refund;
2. If an event is cancelled, rescheduled or significantly relocated by the Seller, all liability is limited to the amount for which the ticket was purchased (including any fees or charges unless otherwise notified at time of purchase). Proof of purchase may be required for any refund or exchange. Unless required by law (including the Australian Consumer Law), neither Indigobelle Music nor the Seller will be liable for any other losses incurred by you as a result of the cancellation, rescheduling or relocation of an event, including any travel and accommodation expenses;
3. Indigobelle Music will only replace lost, stolen, damaged or destroyed tickets if the authenticity of the ticket can be verified, including proof of purchase, and if you give reasonable notice before the event. Indigobelle Music may charge a reasonable fee for the replacement of tickets. Indigobelle Music may not replace tickets where seating is unallocated (general admission tickets);

4. You should carefully consider the refund and cancellation policies of travel, accommodation and other goods or service providers when making arrangements for attendance at an event. You may also wish to consider taking out a relevant insurance policy to cover for any losses in the event of cancellation, rescheduling or relocation;

Variations to performances or events

1. The Seller reserves the right to add, withdraw, reschedule or substitute artists, performers, teams or players and/or vary advertised programs, prices, venues, seating arrangements (including ticket categories) and audience capacity.

Conditions of entry

Admission to an event is subject to the Seller's Terms. In particular, the following form part of the Seller's terms unless otherwise specified:

1. You may be denied entry into, or removed from, an event where the Seller has reasonable grounds to do so, including if you breach these Terms and Conditions or the Seller's Terms, or you are intoxicated, under the influence of illicit drugs, inappropriately attired or adversely affecting the enjoyment of the event by others.
2. If you arrive late, you may not be admitted until a suitable break in the event.
3. You may not be permitted to take into the event, or use, cameras or other photographic or recording equipment (including mobile phones).
4. You may be required to submit to a search of your person and/or possessions before entering the event.

5. By attending the event, you and each attendee in your group acknowledge and agree that you each may be filmed and/or recorded and you each give permission to the Seller and Indigobelle Music to use your image, likeness and voice obtained at the event in all media throughout the world for any purpose and without any compensation.
6. You agree to comply with all Government directions, orders and regulations relevant to attending live events, which may be in place at the time of the event.
7. You are responsible for knowing the contact details of all attendees in your group. In the event you are contacted directly by the Government, including the Department of Health for the purposes of contact tracing, you must: (a) make the contact details of your group available to the Government (if you have the consent of each group member to do so); or (b) contact each member of your group, and request that they provide their contact details to the Government directly.
8. When attending the event, you and each attendee in your group agree to assume all risks associated with COVID-19 or other such communicable diseases.

Authenticity and validity of tickets

1. Entry to an event may be refused if the authenticity or validity of a ticket is questionable, including because the ticket has been damaged or defaced in any way, or has not been purchased from Indigobelle Music or other authorised points of sale.

Resale of tickets & scalping

1. Tickets may not, without the prior written consent of Indigobelle Music and the Seller, be resold or offered for resale at a premium (including via on-line auction or other unauthorised resale sites) or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services. If a ticket is sold or used in breach of this condition, the ticket may be cancelled without a refund and the ticketholder of the ticket may be refused admission. Indigobelle Music will use reasonable efforts to notify you of such action.

SCALPING WARNING: The resale of tickets in certain circumstances is governed by ticket sales legislation and may attract criminal penalties.