

Refunds, exchanges and replacements

Subject to requests made under the Refundable Tickets Terms and Conditions of Sale below, or the COVID-19 Refunds and Exchanges Terms and Conditions:

1. Indigobelle Music will only offer a refund or exchange of 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). You must apply for a refund within a reasonable time. Indigobelle Music does not offer refunds or exchanges as a result of a change in your personal circumstances;
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). 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;
5. In most cases, refunds will be automatically processed to the credit card originally used for purchase.

Conditions of entry

1. Admission to the event is subject to the Seller's Terms. In particular, the following form part of the Seller's terms unless otherwise specified:
2. 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.
3. If you arrive late, you may not be admitted until a suitable break in the event.
4. You may be required to submit to a search of your person and/or possessions before entering the event.

COVID-19 specific conditions of entry

1. You acknowledge that the event may be scheduled to be held, or will be held, during a time at which one or more Government directions or regulations may be in force regarding the number of persons attending an event (or the holding of the event itself). If that is the case, then the number of persons permitted to be in or around the Venue may be affected, resulting in the Seller (or Indigobelle Music, on behalf of the Seller) being required to or deciding to:
 - a. cancel or postpone the event;
 - b. reduce the number of persons who may attend the event;
 - c. change your seating allocation; and/or
 - d. change any standing or seating configurations for attendance at the event;
2. in which case You may receive a refund in accordance with these Indigobelle Music Terms and Conditions of Sale, or the COVID-19 Refunds and Exchanges Terms and Conditions, as the case may be.
3. 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.
4. If you are attending the event as part of a group, as the primary ticket purchaser, 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.

5. All attendees in your group, including yourself, must commit to stopping the spread of COVID-19. If at the time of the event, either you, or any other members of your group are feeling unwell or are subject to a self-quarantine or self-isolation period, you agree not to attend the event. If you do attend the event, you agree to assume all risk associated with COVID-19

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.