

System Errors

1. While CCH Entertainment takes all reasonable care to ensure that tickets are correctly priced and only available for sale when intended, sometimes errors may occur. CCH Entertainment may cancel an order made as a result of any such error, although in the case of a pricing error CCH Entertainment will endeavour to contact you to give you the option of purchasing the ticket at the correct price.

Customer Errors

1. If an error on your behalf results in reprocessing the ticket transaction at your request, CCH Entertainment may charge to you the actual costs incurred in reprocessing the ticket transaction, including any chargeback or postage fees charged to issuer by a third party.

Online Terms of Use and Privacy Policy

The Website Terms of Use and the CCH Entertainment Privacy Policy are incorporated into these Terms and Conditions and apply to all sales through this Site.

General

The term “including” when used in these Terms and Conditions is not a term of limitation.

4. 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 an authorised point of sale.

Resale of tickets & scalping

1. Tickets may not, without the prior written consent of CCH Entertainment, 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. CCH Entertainment 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.

Collection and delivery of tickets

1. You must allow adequate time for collection or delivery of tickets. Methods of collection and/or delivery will be available when choosing your collection/delivery details. In the interests of minimising ticket scalping, CCH Entertainment may change your delivery method to "venue collect" at its discretion.
2. Where concessions are applicable, suitable and valid identification must be provided for collection of tickets and at the event.

Limitations on number of tickets purchased

1. When purchasing tickets for a particular event you may be limited to a specified number of tickets. If you exceed the stated ticket limit, you may have any or all of your orders and tickets cancelled without notice by CCH Entertainment at its discretion. This includes orders associated with the same name, e-mail address, billing address, credit card number or other information. Ticket limits apply to ensure fair access to tickets for fans, and as a measure to minimise ticket scalping.

Conditions of entry

1. Admission to an event is subject to CCH Entertainment's Terms. In particular, the following form part of CCH Entertainment's terms unless otherwise specified:
2. You may be denied entry into, or removed from, an event where CCH Entertainment has reasonable grounds to do so, including if you breach these Terms and Conditions or the CCH Entertainment'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 not be permitted to take into the event, or use, cameras or other photographic or recording equipment (including mobile phones).
5. You may not be permitted to take into the event any alcohol. Bags will be searched by on site security. Should you be found consuming alcohol which was not purchased on the premises, you might be expelled from the venue and fines may apply to a maximum of \$200.
6. 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 CCH Entertainment 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.

in which case You may receive a refund in accordance with these Terms and Conditions of Sale, or the COVID-19 Refunds and Exchanges Terms and Conditions, as the case may be.

2. 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.
3. 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.



Terms of Sale

Tickets 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. CCH Entertainment will only offer a refund or exchange of a ticket if an event is cancelled, rescheduled, or significantly relocated (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. CCH Entertainment does not offer refunds or exchanges because of a change in your personal circumstances.
2. If an event is cancelled, rescheduled, or significantly relocated, 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), CCH Entertainment will not be liable for any other losses incurred by you because of the cancellation, rescheduling or relocation of an event, including any travel and accommodation expenses.
3. CCH Entertainment 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. CCH Entertainment may charge a reasonable fee for the replacement of tickets. CCH Entertainment 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 planning 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.

Variations to performances or events

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