

4 January 2021

Covid Safe Ticketing Terms and Conditions

IMPORTANT: Due to COVID-19, additional Terms and Conditions of Sale now apply to all bookings.

Please read the following terms and conditions, which are in addition to the regular Terms and Conditions, prior to purchasing your tickets.

These conditions will apply until further notice on all tickets, regardless of the date of sale.

NOTE: Failure to comply with any of the below terms and conditions, or failure to comply with lawful guidelines and instructions will result in you and your group be asked to leave the venue immediately without refund or further recourse.

Purchasing tickets

- You must provide the following contact details for yourself at the time of booking: Full name and contact phone number (mobile preferred)
- Patrons agree that all contact information will be available to public health officials upon request. For clarity, save as otherwise provided in the venue's privacy policy and the other terms and conditions of sale, the venue undertakes not to share this information with any third party other than to the Victorian Department of Health (DoH) or other authorities, and only as required in the event of a suspected or confirmed COVID-19 contact at the event.
- Seating allocations are not guaranteed and may change at any time in line with the physical distancing guidelines issued by the DoH or Chief Health Officer. This may require previously allocated seats to be moved to comply with current restrictions.
- Contactless payment is our preferred payment method.
- The Venue may cancel the Event at any time and without notice if it determines (in its unfettered discretion) that the event should not proceed for reasons of public safety including, without limitation, due to risks associated with COVID-19
- Refunds or exchange of tickets will be available to any customer who has developed any COVID-19 symptoms after the purchase of tickets, or who has come into contact with anyone who is symptomatic, waiting for the result of a COVID-19 test or is a confirmed case. Refunds will be available up to 1 hour prior to performance time or at the sole discretion of the Service Manager. A statutory declaration or proof of isolation request may be required to be provided to the venue prior to a refund being issued.
- Refund or exchange where related to Covid will not be available under any circumstance from 4pm on the Monday following the performance date, regardless of the circumstance.

At the event

- Patrons must not attend if they are sick or have been overseas in the previous 14 days
- Patrons must not attend if they have come in contact with anyone displaying the symptoms of, awaiting the results of testing for, or diagnosed with COVID-19 in the previous 14 days
- Patrons may be asked health screening questions on arrival to the Venue and may be temperature checked
- All patrons over 12 are required to check in via a QR code, or at Box Office on arrival at venue. Those under 12 must be signed in by a guardian. Patrons refusing to comply will be asked to leave immediately without refund or further recourse
- Patrons who are unwell, or who have a high temperature, will not be able to attend the Event, and a full refund (including booking fees) will be provided
- The Patron is responsible for having their ticket/s available and to present them to the usher upon arrival.
- Patrons must sit in their allocated seat. Moving around or switching seats is not permitted.
- Patrons agree to abide by all physical distancing and health protocols.
- It is a condition of entry that all visitors comply with any DoH directions. This may including patrons over the age of 12 years wearing a correctly fitting face mask unless they have a lawful exemption where mandated by Chief Health Officer directions
- Patrons agree to follow the instructions of Venue staff at all times
- Patrons not complying with protocols, DoH guidelines or authorised requests, will be asked to leave immediately without refund or further recourse
- Patrons acknowledge that whilst all reasonable and required health and safety precautions have been taken to keep the audience, staff and performers safe, that they enter at their own risk without recourse to claim against the Venue regarding health outcomes

After the event

- If you, or a close contact of yours, are diagnosed with COVID-19 within 14 days of attending the venue, it is your responsibility to contact the Service Manager, Lighthouse Theatre on 5559 4999 or 0402 973 030 as soon as possible.
- Lighthouse Theatre is committed to the safety of our patrons and staff and we thank you for your acceptance and adherence to these new safety measures in addition to our regular Terms and Conditions.