

Terms and Conditions for Patrons Attending Our Public Events and Other Meetings

Purchase of your ticket or registration for a free event confirms that you have read and understood the following special terms and conditions and that you agree to comply with them.

1.: Admission, Ticket Sales and Payment

a) Q Society of Australia Inc (referred to as “Q” from here on) or the event organiser SkipnGirl Productions Pty Ltd (referred to as “SGP” from here on, or jointly referred to as “We”, “Us” and “Our”) reserve the right to refuse entry, evict troublesome patrons, change venues and schedules or cancel the event at our sole discretion.

b) For ticketed events there will be no walk-up ticketing and no facility for payment of tickets at the venues. All patrons must book and prepay for admission, or register for free events, prior to the cut-off dates for the event. Bookings for ticketed events can be made and prepaid by credit card and PayPal through our event website, or by other means as advised on the event information. Under no circumstances send cash to Q or SGP. If you don't have a credit card you can open an account with PayPal and transfer money from a bank account into your PayPal account before finalising your online booking, please see www.paypal.com for details. Alternatively you can also make a one-off credit card payment through PayPal.

c) If your booking is made through our call centre or by posted form and confirmation of booking and payment require posting to your mailing address, you may be charged an additional fee to cover manual handling and postage. When booking via our call centre or posted form please allow sufficient time for the booking confirmation to arrive by regular mail. We will not be liable if posted booking confirmations arrive late, or are lost by Australia Post.

d) If you book online you will be emailed a confirmation of booking and payment without extra charge. You must print and retain your confirmation of booking and payment and present this at the venue to our check-in staff.

e) Bookings and payments are final and there is no refund if you change your mind or become unable to attend for reasons outside our control. Any problems with the booking website contact us by email events@qsocaus.org or on 1300 361 200. Contact PayPal with any issues related to your payment. We can not help with payment problems.

f) Bookings may not, without our prior written consent be transferred, resold or offered for resale or used for advertising, promotion or other commercial purposes (including competitions and trade promotions), either by the original purchaser or any subsequent bearer. If a booking is used in breach of this condition, the booking may be cancelled without a refund and the bearer of the ticket may be refused admission.

2.: Cancellation and Change of Venue

a) If we are forced to change a venue, we will undertake reasonable effort to inform all patrons by email or text message. It is important that we have a current email address or mobile number on file and/or that you check our website in the days leading up to the event.

b) Should we be forced to cancel an event, we will undertake reasonable effort to inform all patrons by email and text message and on our websites www.qsociety.org.au and www.qsocaus.org.au and you will receive reimbursement of the ticket price. We will not be liable for any direct, special, indirect or consequential loss or damage of any kind.

3.: Venue Details, Check-In and Seating

a) For security reasons the venue details will be disclosed to paid-up or registered patrons shortly before the scheduled event by email or text message if you book online. Patrons who book via our call centre and have neither email nor mobile phone will receive the venue details in a separate mail. This minimises the likelihood of venue details being published on social media and uninvited guests potentially causing a nuisance. Should you have paid but not receive the venue details 24 hours prior to the booked event, please contact Q Society or our call centre. The venue details are made available to you subject to the condition you treat them as privileged and confidential information. We may seek compensation for any damages incurred if you breach this condition.

b) For ticketed events patrons are required to present their confirmation of payment and photo ID at designated check-in tables. You will be issued with a non-transferable individual token to pass security. You must keep this token intact and with you at all times until you leave the venue. For free events you will need to check in with your name and contact details as per your registration.

c) If you purchased tickets for other guests, or registered other guests with your contact details, please ensure your party checks in together as a group, or you stay back at the check-in until the last member of your group has arrived. Acceptable as photo ID for ticketed events are: Australian drivers license, passport, Australian firearm license and Working-with-children photo ID card. All IDs must be current originals.

d.) We advise all patrons to come early as check-in and security screening may take extra time. If there is a problem with your booking we will ask you to move from the normal check-in to a dedicated table where our treasurer has access to banking details and will seek to resolve the problem for you.

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e.) A small section of seats may be reserved for honorary guests, security personnel and volunteers of the event organiser. Otherwise seats are not numbered and can not be reserved.

4.: Concession

For ticketed events a limited number of concession tickets may be available for age pensioners, DVA and Gold Card holders only. We regret there is no further concession available. If you purchase a concession ticket you will be asked to present proof of entitlement at the check-in.

5.: At the Venue and During Presentations

a) The right of admission is reserved. In particular we reserve the right to refuse entry to, or to remove from, the venue any persons who are drunk or disorderly or whose conduct is unlawful or offensive, or who are not entitled to attend the event. Any person who causes a disturbance or who refuses to comply with reasonable requests from event management or our security staff may be removed from the venue. Children must be under constant monitoring by their parents.

b) Patrons must not wear or display signage or logos, sell any goods or services or give away political, religious, advertising or promotional materials without the prior written approval of Q Society of Australia Inc. Patrons who are, in the opinion of our authorised security staff unsuitably or offensively attired or whose attire may cause a hazard or provocation or compromise safety may also be refused entry into the venue.

c) No back packs, brief cases or other large bags or containers will be allowed into the secure area. Small hand bags and other personal items may be subject to inspection and patrons may be searched. Patrons who refuse inspections or searches will be denied entry.

d) Alcoholic beverages must not be taken into or out of the venue.

e) Items which, in the opinion of the event management or our authorised security staff, have the potential to cause injury or a nuisance or inconvenience to any other person will not be permitted into the venue.

f) Cameras (including digital cameras in mobile phones), audio and video recorders may only be brought into the venue at the discretion of event management. Patrons are not permitted to transmit, broadcast, sell, license or otherwise publish, or reproduce any recordings (including photographic, video or sound recordings) of the event without the prior written approval of event management. Such recordings may be confiscated or erased. All recordings made at the event become the sole property of the event organiser.

g) Patrons acknowledge that the event organiser may use a patron's image or likeness as part of any recording of the event.

h) Patrons bring personal effects onto the premises at their own risk. We will not be responsible for any damage to or loss or theft of a patron's personal property.

i) Smoking is prohibited in all areas of the venue unless clearly signposted as smoking area.

5.: Your Payment Data Security

We use PayPal Inc, a US-based global leader in online payments, to process your payment. PayPal uses Secure Sockets Layer (SSL) encryption technology to securely transmit your personal information, including your credit card number, over the Internet. PayPal does not disclose your credit card details to us or our bank. By using this payment facilitator, we seek to protect your personal information, however we cannot guarantee PayPal provides 100% security. Access to this website and use of any information contained on it, including the use of a credit card or other debit device, or creation of any liability or obligation in connection with the access to or use of the website and PayPal is at your sole risk.

See our privacy policy at qsociety.org.au and skipngirl.com.au/qshop for more information.

The laws of the State of Victoria apply to these terms and conditions.

Q Society of Australia Inc

ABN 11 883 362 342
www.qsociety.org.au

Contracting partner for organising this event and payment facilitator is

SkipnGirl Productions Pty Ltd

ABN 15 158 718 177
skipngirl.com.au

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