

TERMS AND CONDITIONS

Your purchase is sold by Australian Contemporary Opera Inc (ACOCco)
ABN 69 669 689 926

through the ACOCco Box Office or by HUMANITIX, our preferred Ticket Partner, or by other Venue Ticket providers (Ticketek, Ticketmaster, Forty-five Downstairs, The Wheeler Centre,)

The following terms and conditions apply to this sale:

I. TICKETS

- Ticket prices may fluctuate due to demand and Australian Contemporary Opera Inc. (ACOCco) reserves the right to alter prices without notice. Any changes are made in accordance with Live Performance Australia's Ticketing Code of Practice. To view the latest prices for the production you are interested in, visit the relevant event page, select the date you wish to attend and the seats you wish to purchase, and the current pricing for that seat will appear.
- Tickets purchased online or by phone will be given an order number to confirm the purchase. If you do not receive an order number or are otherwise concerned that your purchase was not successful, you must contact Box Office for confirmation of purchase. Australian Contemporary Opera Inc. takes no responsibility for incomplete purchases that have not received an order number, and the customer has made no attempt to confirm the order.
- Tickets sold on behalf of Presenters other than ACOCco are subject to the terms and conditions applicable to the relevant production.
- The Presenter reserves the right to add, withdraw or substitute artists; vary advertised programs, seating arrangements and audience capacity; and refuse admission with reasonable cause.
- The right of admission is reserved by ACOCco management.
- This ticket is only valid when purchased through an authorised agent. Ticket holders enter the venue at their own risk.
- Ticket prices within this site include GST where applicable.
- Where concessions are applicable, suitable and valid identification must be provided on collection of tickets. If the ticket holder cannot present valid identification, the Presenter reserves the right to apply an additional charge up to the difference of a full adult ticket price.
- Tickets must not be on-sold at a premium, packaged with other goods or services, offered as a prize or otherwise used for advertising, promotional or commercial purposes, without the prior written permission ACOCco. Tickets may be cancelled, or orders may be refused, which ACOCco deems are in breach of this condition and the bearer of the ticket may be refused admission to the ticketed event at Australian Contemporary Opera Inc.'s discretion.

II. CAMERAS AND RECORDING DEVICES

- Cameras and other recording devices may not be permitted, unless where explicitly allowed. We reserve the right to request the deletion of any unauthorised photos.

III. REFUNDS AND EXCHANGES

- **All tickets are non-refundable. Exceptions may occur in particular circumstances as outlined in the Live Performance Australia Ticketing Code of Practice.**
- Tickets purchased via ticket providers other than HUMANITIX or ACOCO need to be exchanged by the provider (eg. Ticketek, Ticketmaster) and cannot be processed by ACOCO Box office.
- Exchanges from one performance date/time to another may be allowed for ACOCO productions. Exchanges from one production to another are not permitted.
- Tickets sold on behalf of other production companies are subject to the conditions applicable to that performance and/or venue.
- When allowed, exchanges are charged at \$4.95 per transaction. Tickets purchased through Ticketek or Ticketmaster will incur a different exchange fee and the purchase is subject to the terms and conditions of sale set by Ticketek or Ticketmaster
- ACOCO subscribers and members are entitled to one free exchange per subscriber, with a \$8.95 charge for each exchange after that.
- Tickets for exchange must be returned at least 24 hours prior to the performance you are exchanging out of.
- Exchanges may not be processed at peak times (e.g. in the half hour prior to a performance commencing).
- If the amount paid by you for your purchase is incorrect for any reason (including ticket price and fee amount where the error was due to an error in a price posted on the ACOCO website or otherwise communicated to you or human error or technical malfunction), ACOCO may cancel the order or the purchase and refund you the amount paid.

IV. DONATIONS

- If you have made an error in making your donation to ACOCO, we will happily honour your request for a refund made within 10 working days of your donation. After this time, all donations made to ACOCO are non-refundable.
- To request a refund, please call ACOCO on 0418 999 339. Refunds are returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card.

V. COVID-19 TICKETING POLICY

In addition to ACOCO's Terms and Conditions, the venue's terms and conditions in which the performance or event is held, and in keeping with policies outlined in the (LPA) Live Performance Australia agreement, the following policies apply when purchasing a ticket via ACOCO or our ticket provider website and/or attending a performance or event.

GENERAL

When booking a ticket you must provide; Full name, Address and Email address and/or phone number, so that we may contact you regarding any updates or changes to your performance.

ON THE DAY OF THE PERFORMANCE

Ticketholders must not attend performances/events if they are:

Experiencing any COVID-19 symptoms including fever, cough, sore throat, fatigue, shortness of breath, runny nose, or loss of taste or smell; or

Required to self-isolate under laws aimed at reducing the spread of COVID-19: or
Diagnosed as having COVID-19: or
A known close contact with a confirmed case of COVID-19: or
Unable to attend due to Government-mandated border closures or travel restrictions.

If these apply to you or any member of your booking party, please contact us as soon as possible prior to your performance to arrange your preferred changes to the ticket.

We encourage all audience members to download and register their details using the COVIDSafe app.

All audience members must adhere to each venue's conditions of entry and COVID-19 policies, which may include mandatory mask-wearing and providing proof of COVID vaccinations upon entry. Please refer to the venue's entry conditions for the latest updates.

If you suspect infection after attending any event, please contact the DHHS Coronavirus 24-hour hotline (1800 675 398) followed by our customer experience team as soon as possible.

PERFORMANCE AND EVENT CANCELLATIONS

If a performance or event is cancelled as a result of COVID-19, the Ticket Buyer will be notified via the email address on their account and will be offered the following options;

Donate the cost of your ticket back to Australian Contemporary Opera Co.

Exchange to another performance of the same production (if available)

Return the cost of your ticket to be kept as your ACOCO credit to use towards a future purchase with ACOCO

Refund the cost of your ticket to your original payment method

TICKET EXCHANGES, DONATIONS, CREDITS AND REFUNDS

All ticket change requests must be submitted by the Ticket Buyer.

Ticket changes must be arranged prior to the performance start time. No refunds, Australian Credits or exchanges will be offered for missed performances or once the performance has passed.

All ticket changes including exchanges, donations, credit requests and refunds must be submitted No later than 3pm the business day before for Wednesday matinees, weekend and Victorian public holiday performances

No later than 10am on the day of for all remaining performances or events.

We are unable to process any change requests after these times.

Refund Requests:

Refunds will be attempted within 14 business days of the request to the original payment method used to purchase the tickets unless we are otherwise notified.

It is the ticketholder's responsibility to ensure we have been notified of any changes to the original payment method that may prevent or delay their refund from being processed within this time.

THE BELOW CONDITIONS ARE NOT ELIGIBLE FOR A REFUND OR AUSTRALIAN CONTEMPORARY OPERA CO. CREDIT UNDER OUR COVID-19 POLICY

- You are well and do not wish to attend an event due to fears of exposure to COVID-19; or
- You are unwell and do not attend an event (other than due to COVID-19 illness or symptoms);
or
- You are a ticket holder from a group at a higher risk of COVID-19; or
- You are denied entry into the event for reasons which were disclosed to the ticket holder in the ticket terms and conditions at the time of sale. These reasons may include (but not be limited to) non-compliance with mandatory mask-wearing or unwillingness to provide personal contact information when requested; or
- You attend the performance or event and subsequently, leave partway through due to feeling unwell
- You may still exchange or donate your ticket prior to the applicable cut off times.

COVID-19 TICKETING POLICY FREQUENTLY ASKED QUESTIONS

My performance has been postponed, what do I need to do?

Nothing. Your ticket will automatically be updated to be valid for the new date of your performance. You will retain your same seats and no further action is required. If the new date doesn't work for you, you can contact our customer experience team to exchange, donate, credit or refund your ticket.

My performance has been cancelled, what do I need to do?

You will need to contact us to let us know your preferred action with the cost of your ticket. Use the form on our Contact Us page to let us know if you wish to; keep the credit on account for a future purchase with Australian Contemporary Opera Co, donate the cost of your ticket to Australian Contemporary Opera Co or have the cost of your ticket refunded back to the original method of payment.

What if Government-mandated travel restrictions prevent me from attending?

If Government-mandated border closures or travel restrictions prevent you from attending, and you have notified us within the required timeframes prior to the performance, you may either; exchange your ticket, donate your ticket, or cancel your ticket for a refund.

Exchanges and other ticket change requests are subject to the conditions as laid out in the Ticket Exchanges, Donations, Credits and Refunds section above.

What if I am sick on the day of the performance?

Ticketholders must not attend a performance/event if they are experiencing any COVID-19

symptoms including fever, cough, sore throat, fatigue, shortness of breath, runny nose, or loss of taste or smell.

If these apply to you or any member of your booking party, please contact us **prior to your performance** to arrange your preferred changes to the ticket.

Please view the Ticket Exchanges, Donations, Credits and Refunds section above for all available ticket change options.