

COVIDSAFE Ticketing Conditions

Due to COVID-19, additional Terms and Conditions of Sale now apply to all bookings. Please read the following terms and conditions, in addition to the standard **Terms and Conditions**, prior to purchasing your tickets.

Purchasing Tickets:

- To purchase tickets, you must provide the following contact details: Full name, mobile number, email and residential address.
- Contact details, along with seating allocation, will be kept by Glasshouse.
- Patrons agree that all contact information will be available to public health officers upon request.
- The Glasshouse will not share contact information with any third party other than the relevant health authority (if requested), and will not use the information for promotional purposes unless the patron opts in to this service.
- The Glasshouse reserves the right to move patrons to another suitable seating position based on the size of the group, time of booking, and venue configuration.
- Contactless payment methods are preferred during this time.
- Tickets will be issued in a digital PDF format and will be sent by email to the ticket purchaser, not individuals. This is the preferred ticketing method.
- Paper tickets may be issued if digital tickets are not accessible.
- We encourage patrons to either print their PDF tickets or ensure their tickets are available on their mobile devices ready for scanning at the doors.

At the event:

- All patrons must provide contact tracing details on arrival and entry to the building.
- Patrons must have digital tickets available on their phone or printed with barcodes clearly visible upon arrival. Glasshouse Ushers will not handle ticket stubs.
- Patrons must not attend if they are sick, have been to a hotspot, or have returned from overseas in the 14 days leading up to the event.
- Patrons may be asked health-screening questions on arrival.
- Patrons will not be able to attend if they have developed COVID-19 symptoms or have been in contact with a suspected or confirmed case. Any patrons displaying COVID-19 symptoms while at the venue will be asked to leave.
- To be entitled to a ticket exchange or refund, patrons must advise the venue, in writing, of their circumstances and intention not to attend prior to 10am on the day of the performance.
- Patrons agree to abide by all current social distancing, safety protocols and COVIDSafe signage located throughout the venue.
- Patrons agree to follow the instructions of staff at all times.
- If patrons do not comply with protocols, or authorised requests, they will be asked to leave immediately without refund or further recourse
- Patrons acknowledge that while the Venue has taken all reasonable health and safety precautions to keep the audience, staff and performers safe, patrons enter the Venue at their own risk without recourse to claim against the Venue regarding health outcomes.
- We recommend that you download the COVID-Safe App and have this running.