

Lardner Park Ticket Terms & Conditions

- Acceptance:** By attending and/or purchasing a ticket to this event at Lardner Park, you agree to be bound by these Terms and Conditions. These Terms and Conditions remain in effect even if the ticket is given or sold to someone else. Every ticket sold through Lardner Park is also subject to any relevant third-party terms and conditions.
- Unless required by law (including rights you may have under the Consumer Guarantees), we do not provide refunds or exchanges on any tickets purchased. Therefore, please ensure that you carefully review your event selection before processing the purchase.
- Weather:** This is an all-weather event. No refunds will be issued if you choose not to attend due to inclement weather.
- Service Charge:** A service charge will be applied to each ticket purchased online.
- Concessions:** Where concessions are applicable, valid identification may be required to be presented on entry. Lardner Park reserve the right to refuse admission if valid identification is not provided.
- Online Tickets:** All online ticketing will receive a confirmation email. This email will allow access to your purchased ticket/s. If you do not receive a confirmation email, it is your responsibility to contact the ticket provider (email: support@ticketbooth.com.au) or Lardner Park (email: office@lardnerpark.com.au). If you do not inform us that you have not received your ticket/s, we will be unable to guarantee that your purchase was successful. Lardner Park will not be responsible for any loss incurred by you where you have not received a confirmation number but have made no attempt to confirm the order. If multiple copies of tickets are printed, only the first to be scanned will allow admission.
- Resale:** Tickets may not, without the prior written consent of Lardner Park, be resold or offered for resale at a premium over the face value of the ticket or used for advertising, promoting or other commercial purposes (including competitions) or to enhance the demand for other goods or services. Lardner Park may cancel tickets or refuse to accept orders which it believes are placed in excess of any such limits, including where it is suspected that the tickets are intended to be on-sold at a premium.
- Unauthorised Third-Party Re-Seller:** Tickets for a Lardner Park event purchased through an unauthorised third-party re-seller or on social media platforms may not be valid for events at Lardner Park.
- Lost or Stolen Tickets:** We do not replace any lost, stolen or destroyed tickets or exchange or substitute tickets after purchase, except in limited circumstances. We reserve the right to charge you a reasonable fee for the replacement of tickets.
- Event Cancellation or Postponement:** The organiser reserves the right to cancel or postpone the event due to unforeseen circumstances. If the event is cancelled, refunds will be issued. If the event is postponed, the organizer will make reasonable efforts to reschedule the event and will notify ticket holders of any changes. Your ticket will remain valid for the rescheduled date, time and venue. Ticket holders are entitled to a refund under their consumer rights if the date of the event is changed. If an event is cancelled due to unforeseen circumstances that arise **during** the event, leaving the event uncompleted, you may be entitled to a refund. If a substantial portion of the event was completed, Lardner Park may determine that a refund is not warranted.
- Refunds:** Refunds will be paid to the original ticket purchaser. Proof of purchase may be requested to verify the authenticity of the refund claim. Unless required by law, Lardner Park will not reimburse you for auxiliary expenses incurred in connection with your attendance or non-attendance at the event, including but not limited to the cost of travel, meals, car-parking, childcare and accommodation.

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12. **Changes to the Event:** The organizer may make changes to the event, including date, time and/or performers. If significant changes are made, the organizer will make reasonable efforts to notify ticket holders. If the changes to the event are considered “**major**”, ticket holders will be entitled to a refund under their consumer rights.
13. **Admission:** The organizer reserves the right to refuse admission or remove patrons for any reason, including but not limited to violation of these terms and conditions, disruptive behaviour, or failure to comply with security procedures.
14. **Prohibited Items:** Certain items, including but not limited to weapons, illicit drugs, and BYO alcohol are prohibited at the event.
15. **Pets:** Unless the event is advertised as a “Pet Friendly”, pets are not permitted at events held by Lardner Park (except Assistance Dogs <https://lardnerpark.com.au/wp-content/uploads/LP-Pet-Policy-No-pets-allowed-event-1.pdf>). Lardner Park reserves the right to refuse admission or remove patrons who attend Lardner Park with their pets. In the case of a “Pet friendly” event, patrons must then abide by the Lardner Park Pet Policy.
16. **Limitation of Liability:** By purchasing tickets on behalf of others, including minors, you acknowledge that those parties are aware of all terms and conditions relating to their tickets and their entry and attendance at the event. To the fullest extent permitted by law, we exclude all responsibility and liability in relation to the event and we will not be responsible or liable for any loss, injury or damage however caused (including to any person or property), including under contract, tort, statute, product liability or otherwise, whether they be direct or indirect, special, incidental or consequential, resulting from the use of this site, your use of or the inability to use the tickets, the cancellation or postponement of the event, or for any other reason whatsoever. This clause does not intend to limit any rights you have under the *Competition and Consumer Act 2010*, including any Consumer Guarantees.
17. **Surveillance Cameras:** The movement of patrons on the site is subject to monitoring by security cameras. By purchasing a ticket to the event, patrons acknowledge that they may be filmed / photographed during the event.
18. **Amendments to Terms and Conditions:** The terms and conditions that apply to any particular transaction will be the published terms and conditions at the time the transaction was finalised. Subject to this, Lardner Park may alter or change the Terms and Conditions as they appear on our website from time to time effective immediately from posting on the website.
19. **Australian Consumer Law:** Our goods and services come with Consumer Guarantees that cannot be excluded under Australia Consumer Law. Those consumer guarantees apply in addition to any other express warranties which we provide under these Terms and Conditions. You are entitled to a replacement or refund for a **major failure** and for compensation for any other reasonably foreseeable loss or damage.
20. **Privacy:** The organizer may collect and use your personal information in accordance with applicable privacy laws.