

4th PORT FAIRY JAZZ FESTIVAL February 7th – 9th 2020

TERMS & CONDITIONS OF ENTRY & ATTENDANCE 2020

Please read the information on conditions of sale and attendance.

TICKET EXCHANGE - Collect your Weekend Badge Pass. To gain entry to the venues, you must exchange your paper ticket for a valid badge pass. On arrival in Port Fairy you need to check in at the JAZZ OFFICE registration centre in Port Fairy. Look out for the sign.

TICKET EXCHANGE HOURS: The JAZZ OFFICE registration centre will open at the following times: Thursday Feb 7th 11am – 4pm, Friday Feb 8th 10am– 10.00pm, Saturday Feb 9th 9.00am – 8.00pm, Sunday Feb 10th 9:30am – 1:30pm.

Your e-ticket will be exchanged for a badge which you must wear all days of the festival to gain access.

FESTIVAL VENUE PERFORMANCE TIMES Friday Feb 7th 3.00pm – 11pm, Saturday Feb 8th 11am – 11pm, Sunday Feb 9th 11am – 6pm (with the exception of the Gospel Service which will commence at 9am). Entry to the venues will be available up to 15 minutes prior to the session commencing. Entry is forbidden at all other times except for staff and service providers.

Ticket Conditions

1 Valid Tickets: We must be able to verify your identity in regard to the purchase at the Jazz Office Registration Centre at Port Fairy – a credit card or car license will suffice. This e-ticket is proof of purchase for the above event and must be presented at the time of registration. It is not transferable and only one ticket is valid per ticket purchased. The e-ticket bar code will be scanned or verified manually with the data base. In the event that an e-ticket has already been used to swap for an event badge, that subsequent e-ticket will be determined as a duplicate and hence determined as void. Tickets cannot be on-sold by any means at a price greater than the purchase price of the ticket. Scalped tickets may be cancelled, and the ticket holder may not be permitted entry.

2 Valid Registration: Festival Organisers reserve the right to refuse entry to any person who: • cannot produce a valid e-ticket • presents an e-ticket that has been purchased or obtained through an unauthorised source or by illegal means • presents an e-ticket that has been duplicated. • ticket orders will be cancelled if cheques are dishonoured or credit card funds are unavailable.

3 Lost, Stolen, Destroyed Ticket: If your e-ticket has been destroyed, lost or stolen BEFORE the festival starts, contact the Ticket Coordinator, Denis at westvicjazz@gmail.com or 0419504028. A new ticket can be issued and the original will be cancelled but a small fee will apply.

4 Refund Policy: The festival will be held in any weather conditions. The organisers reserve the right to change the program as required by circumstances and conditions at any time without notice.

Where a preregistered patron cannot attend the festival, a refund will be paid, provided the refund request is received in writing by email to portfairyjazz@gmail.com or postal mail to PO Box 624, Warrnambool 3280 prior to the festival commencing (by Wednesday 5th February 2020), and the claimant's ticket was not exchanged for a Festival badge. Where the refund applies to an e-ticket, the details of that e-ticket must accompany the claim (including the bar code number).

5 Festival Organisers will not refund or replace any tickets when: • the ticket holder chooses not to attend the event (except as outlined in clause 4 above) • the e-ticket has been duplicated • the weekend badge pass is lost, damaged, forged or stolen from someone else. • the ticket holder has been refused entry or evicted from the premises in any of the circumstances outlined in the Terms and Conditions • the event does not meet his or her expectations. • the patron is unable to gain entry to a particular venue or performance - general seating on available space basis applies.

6 Student Policy (Under 25):- A under 25 year old full time students may obtain a ticket at the concessional rate of 50% of the ADULT fee for each type of registration. Proof of being full time student must be presented at the point of badge pick up.

7 Youth Policy (Under 18) and Proof of Age: Youths from 13 to 17 years age must have a valid ticket/badge which for 2020 is FREE. Under 18 tickets/badges may only be obtained by an adult ticket-applicant/ticket-holder. Under 18 ticket holders must be accompanied at the festival by a parent or responsible adult over 25 years of age. The responsible adult is obliged that their under 18 ticket/badge holders comply with ticket terms. We may ask for verification that the contact for the responsible parent or adult is genuine. Proof of age ID is required when collecting an under 18 badge. Age must be under 18 on the last day of the festival.

8 Children:- Children 12 and under are FREE but must remain under the care of parents at all times. Children MAY NOT be left at any venue unattended by the parent(s). Ticket/Badges will not be supplied to persons under 12.

9 Venues: As with most music festivals the ticket does not guarantee entry to a particular performance or venue. There is no reserved seating system. Access to venues is on a first come basis.

10 Lock Out Policy:- In the event that any venue reaches capacity, the venue will be declared a Lockout by the volunteer door controllers. Any patron leaving the venue will be required to go to the end of the waiting queue if they wish to return. Leaving the venue will mean leaving beyond the entry control point managed by the venue controller volunteers. Pass-outs will not be given. The Festival committee via the delegation to any committee member has the right to eject a patron from a venue who does not comply with a direction of a volunteer or committee member.

11 Dancing: Two venues have been designated dance a venue being St. Pats School hall and the Drill Hall at the Victoria Hotel. Dancing at other venues may be possible however dancers must be mindful not to block the view of other patrons.

12 Chairs and Seating: Chairs are provided for all venues including some for the outdoor venue, Fiddlers Green. Patrons are advised to bring picnic rugs and/or folding chairs for this venue. Chairs & blankets may not be left to reserve space at the Fiddlers Green. Reserving seating in the fixed venues is not permissible. If a chair is vacated, it must be made available for others to use. It is recommended to bring a cushion if sitting on hard seats for extended times, such as in the church venues.

13 Talking during performances:-Patrons are required to keep conversation during performances to an inaudible level to other patrons as a matter of courtesy.

14 Entry during performances:- Patrons may enter and exit venues at any time. Patrons are not to stand in aisles where blocking view for other patrons is possible.

15 Unsocial Behaviour: For the comfort and safety of all we must emphasise that antisocial behaviour has no place at a peaceful jazz festival. It will not be tolerated and offenders may be evicted.

16 The festival will not tolerate: • noisy or disruptive patrons • loud or intoxicated or intimidating behaviour at venues, or town streets. • disruptive behaviour, vandalism, damaging or theft of the property • threatening, inappropriate, aggressive, riotous, abusive, or insulting behaviour towards other patrons or event staff • damage of, or tampering with any festival facility or equipment • Breach of the above conditions may result in the eviction of the patron from venues and or intervention by police.

17 Other Festival Entry Conditions: • You may not bring into the venues glass bottles, alcohol, illegal drugs, and dangerous items. • We reserve the right to confiscate prohibited items and refuse entry without refund. Festival personnel and Security Staff have the right to search personal property of badge holders for safety reasons. Refusal may result in entry being refused without refund. • Alcohol served at the licenced venues may only be consumed in those premises. • Under 18 year olds must be in company of a responsible adult companion in licensed venues. • Alcohol may not be consumed in the streets of Port Fairy (council by law) and fines apply. • No audio or video recording of performances is permitted without written permission of artists and the organisers. • No backstage access is permitted. • The event organiser has all rights to film, photo and video production of this event and patrons may be filmed incidentally during the event.