

Entertainment Conditions of Sale

Please read these terms and conditions of sale before purchasing tickets to any live show, performance or event. By purchasing tickets, you agree to be bound by the terms and conditions stated below. Ettalong Diggers Club (EDC) may vary these terms and conditions at any time.

Club Reception Purchases

- Tickets can be purchased at EDC main reception (The Esplanade entrance) between 8am – 11.30pm Monday to Sunday.
- Once paid in full, tickets will be issued immediately. Tickets must be taken with you to the show and will be scanned upon entry. Entry may be refused if tickets are damaged in any way so that the ticket cannot be scanned or identified.

Online Purchases

- To purchase tickets online, visit EttalongDiggers.com. You will see the complete listing of upcoming shows or movies on the 'What's On' page, then follow the links.
- For Reserved Seating Live Shows, select your individual seats at the time of purchase or allow the system to select 'Best Available'.
- All online payments must be made with Visa or MasterCard.
- You must provide your name, address, phone number, email address and membership number (for Live Shows, if applicable) to complete the transaction.
- Your 'electronic print at home ticket/s' will be sent to your nominated email address.
- Tickets must be presented when entering *The Showroom*. This can be a printed ticket or electronic version.
- You can elect to pick up tickets for Live Shows at main reception. Valid photo ID will be required. Please ensure tickets are collected at least 20 minutes prior to the advertised show time.

Phone Purchases

- Tickets to shows can be purchased over the phone using a credit card.
- Phone sales are only available between 8am – 11.30pm daily.

Wheelchair Access

- There is wheelchair access available to enter the showroom and specific areas we advise that are more accessible for wheelchairs. Please discuss with reception staff when purchasing tickets.

Companion Cards

- Some of our shows allow Companion card holders. Please check with reception staff or email info@ebmc.com.au prior to purchasing tickets to ascertain that the show you wish to attend accepts the Companion cards. Companion card holder can be issued with a second ticket free of charge to their companion when attending a show.
- Tickets with Companion cards can be purchased the following ways:
 - **At reception**, the Companion card will be sighted prior to processing the complimentary ticket. A copy of the companion card and a valid form of identification (e.g. photo card or pension card) will also be recorded.
 - **Over the phone**, a copy of the Companion card and a valid form of identification (e.g. photo card or pension card) is required to be emailed to info@ebmc.com before the complimentary ticket can be processed.
- A Companion card cannot be used for online purchases.

Show Cancellation/Fee Change

- In the event of a show cancellation, patrons who have purchased tickets will be notified by email and/or phone using the contact details provided at the time of purchase. This will be done to the best ability of EDC staff, considering circumstances, timeliness and information available.
- EDC reserves the right to change a fee, reschedule or substitute artists and or vary advertised programs, prices, venues, seating arrangements and audience capacity at any time.

Refunds and Exchanges

- There are strictly no refunds, resells, exchanges or cancellations once payment is finalised and the booking is complete – except as required by law.
- The Presenter may add, withdraw or substitute artists (including the opening act/s) or vary advertised programs, performance times, Venue, seating arrangements or audience capacity. Tickets will not be exchanged or refunded as a result of these changes, except as provided for in the LPA Code or as required by law (including the Australian Consumer Law).
- Before authorising payment review ticket, event and seat details carefully.
- If an event is cancelled or rescheduled, EDC will attempt to notify ticket holders of the cancellation or rescheduling. To the extent permitted by law (including the Australian Consumer Law), neither EDC nor the Presenter are liable to refund to you any amount beyond the face value of the ticket plus any transaction fee.
- Under exceptional circumstances, an Ettalong Diggers Club entertainment credit may be issued as compensation upon a written request addressed to below. Each request will be assessed on a case by case basis. Via Email at: info@ebmc.com

Or via Post at:

**Entertainment Department
Ettalong Diggers
Club PO Box 17
Ettalong NSW 2257**

Support Acts (Live Shows)

- Support act may sometimes tour with headlining performers.
- Support acts are subject to change or cancellation at any time without notice.
- Ticket holders will not be entitled to a refund if a support act is changed or cancelled.
- Support act names are not always available at time of purchase.

Children's Events and Minors

- Admission and attendance at events and shows designed for children may be subject to additional conditions of sale and entry.
- All persons under 18 must be accompanied by an adult whilst at the Venue. This includes in all bar areas and dining rooms where alcohol is served. Proof of age may be required by the Venue.
- Babies under 18 months do not generally require a ticket if they are able to be held or sat on your lap. Children over 18 months are required to purchase a ticket. Please note that some producers have different rules and it is always a good idea to check on the specific show

Merchandise

- Merchandise will not be refunded or exchanged, unless required by law (including the Australian Consumer Law).

Reserved/Un-reserved Seating (Live Shows)

- Depending on the style of show and artist preference, some shows offer "Theatre Seating", "Standing Room only" and others are "Un-Reserved Seating (which is limited) and some may include a dance floor. Please check at the time of purchase

General Terms and Conditions

- EDC policies apply when attending any show or event. The right of admission is reserved by EDC.
- Video or professional cameras or sound recorders may not be used in the show room, without the consent of Ettalong Diggers Club
- Neither EDC nor its employees shall be liable for any loss or damage goods sustained within the venue.
- For safety and as a courtesy to other ticketholders, furniture cannot be moved. Any patron not in compliance is subject to ejection.
- Calling out loud or spruiking in relation to any entertainment or engagement shall not be permitted inside or outside the building.
- By law, smoking in all areas of EDC is prohibited. You may smoke in the allocated outdoor smoking areas; however, you must retain your ticket for admittance back into *The Showroom*.
- EDC does not allow animals or pets with the exception of service animals such as guide dogs.
- Ettalong Diggers Club Ltd is subject to the provisions of the Privacy Amendment Act (Enhancing Protection) 2012, which amends the Privacy Act 1988. The personal information provided by you will be used to process your transaction. A copy of the complete Privacy Policy can be accessed at EttalongDiggers.com. You have a right to access and correct any of your personal information that the Club holds on you. The Club does not disclose your personal information to any other organisation or person unless there is a legal requirement to do so. The Club may disclose your information to third parties that provide services under contract to the Club for reasons of database management or software development. This will be done under strict agreements and supervision, ensuring that your personal information is confidential and secure. Your personal information may be used for marketing purposes to improve our services and to provide you with the latest information about those services and any promotions.