



**EVENTS**

## **SPBG & LIVE AT YOUR LOCAL TICKET BOOKING TERMS & CONDITIONS**

### **SURFERS PARADISE BEERGARDEN AND LIVE AT YOUR LOCAL SUGGESTS THAT YOU READ THE FOLLOWING INFORMATION THOROUGHLY BEFORE BOOKING TICKETS.**

SPBG and Live at Your Local may vary these Terms and Conditions at any time. Any variations are effective on posting.

Ticket booking information forms part of the Terms and Conditions of booking tickets and entry into the SPBG and must be adhered to.

All prices quoted are in Australian Dollars and include local taxes (GST).

Online sales will cease when the allocated tickets are sold or at a time otherwise specified.

Tickets may be purchased at the SPBG or over the phone with a credit card. Ticket sales over the phone, from the SPBG will cease prior to doors open and at a time dependent on management's discretion.

Once payment has been processed tickets may be collected from the venue only. Alternatively, your name will be placed on the door. Tickets will not be mailed out.

Each ticket will admit one person only and cannot be on sold after entry into the show.

No refund or exchange on any ticket is given except as required by law and as otherwise specified by the seller. If a refund is made, the SPBG and Live at Your Local may, to the extent permitted by law, retain any fee it has charged.

If an event is cancelled, please contact the outlet from which tickets were purchased in relation to a refund. If the event is moved or rescheduled, the SPBG or promoter may set refund limitations.

Entry may be refused if tickets are damaged or defaced in any way or are not purchased from an authorised point of sale.

Minors are not permitted into shows that are 18+ only.

Please have valid photo identification ready to present if requested by SPBG staff/security.

You and your belongings may be searched on entry. If you elect not to consent to such searches, you may be denied entry to the event without refund or compensation. Under certain facility rules, certain items may not be brought into the premises, including without limitation, alcohol, drugs, controlled substances, cameras, recording devices, bundles and containers.

Standing only shows are General Admission (standing) and the Headline Artist will perform after the last support act (if more than one). Please check information upon purchasing your tickets.

The right is reserved to add, withdraw, reschedule or substitute artists and/or vary advertised programmes, set times, prices, venues, seating arrangements and audience capacity prior to and during the show.

It is a requirement that you present your ticket upon entry to the show, except if your name is on the door list.

We suggest no open-toe shoes for stand-up shows.

Please check with SPBG prior to the show for the dress regulations of the show.

All shows/events are non-smoking (a designated smoking area will be provided).

Recording devices are NOT to be used during performances.

Tripods are NOT permitted within the SPBG.

We request that all mobile phones be switched off or placed on silent during the performances.

The SPBG reserve the right, without refund of any amount paid, to refuse admission to, or eject, any person whose conduct management deems disorderly, who uses vulgar or abusive language or who fails to comply with Hotel policy. Breach of terms or rules will terminate your license to attend the event without refund.

The SPBG and Live at Your Local promote a safe, friendly and happy environment and present live music for your entertainment.

The SPBG practices responsible service of alcohol and intoxicated people will be REFUSED entry at all times.

### **PLEASE NOTE THAT HOTEL MANAGEMENT RESERVES ALL RIGHTS**