



TERMS AND CONDITIONS

www.fringeworld.com.au

www.fringefund.org

Introduction

Fringe Fund and FRINGE WORLD Festival are initiatives of ARTRAGE Inc. ARTRAGE is the incorporated body that enforces the following Terms and Conditions.

All Terms and Conditions relate solely to the FRINGE WORLD 2018 Festival.

ARTRAGE may vary these Terms and Conditions at any time. Any variations become effective on posting. By making a purchase after the Terms and Conditions have been varied, you agree to be bound by the variation.

Please read these Terms and Conditions carefully before confirming your purchase. By making a purchase you agree to the following Terms and Conditions. Please read these Terms and Conditions in conjunction with our [Privacy Policy](#).

FRINGE WORLD FESTIVAL

89 Milligan St, Northbridge WA 6003

Phone: 61 8 9227 6288

hello@fringeworld.com.au

www.fringeworld.com.au

www.fringefund.org

ABN: 90 649 491 963

Purchases

Payment Options

FRINGE WORLD Festival accepts the following cards for online transactions:

- Visa
- Mastercard

We do not accept AMEX or Diners Club Cards.

Debit/credit card processing facilities are in the name of ARTRAGE. Please be advised that your credit card statement will show “ARTRAGE NORTHBRIDGE

AUS” as the recipient of the payment for this purchase.

An order confirmation / tax invoice will be emailed to you following the completion of your payment transaction(s).

Purchasers will need to ensure that they supply a current, working email address to receive these emails.

Website Transaction Fee

All payments made online at fringeworld.com.au will attract a \$2.20 website transaction fee.

Gift Vouchers

The following Terms and Conditions apply to all FRINGE WORLD Gift Vouchers purchased via fringeworld.com.au or at a FRINGE WORLD Box Office:

- FRINGE WORLD Gift Voucher denominations are in Australian Dollars.
- FRINGE WORLD Gift Vouchers are not redeemable for cash either in whole or part of the voucher value.
- FRINGE WORLD Gift Vouchers are valid for FRINGE WORLD ticket purchases and FRINGE WORLD Friends subscriptions (subject to availability).
- Terms and Conditions for FRINGE WORLD tickets apply to all purchases made using FRINGE WORLD Gift Vouchers.
- FRINGE WORLD Gift Vouchers are valid for ticket purchases from the date of issue to 23:59 on Sunday 25 February 2018. Balances remaining on gift vouchers after this expiry date will be forfeited and are not further redeemable.
- FRINGE WORLD Gift Vouchers can be redeemed online at fringeworld.com.au or in person at any FRINGE WORLD Box Office. Purchases are subject to relevant fees associated with FRINGE WORLD ticket purchases.

- FRINGE WORLD Gift Vouchers cannot be used to purchase tickets for sale at the venue door or on any other website other than www.fringeworld.com.au.
- FRINGE WORLD Gift Vouchers can be used as part payment for FRINGE WORLD tickets. The outstanding difference between the gift voucher value and purchase amount must be paid at the time of booking with a valid credit/debit card, another FRINGE WORLD Gift Voucher, or cash (if purchasing in person).
- Where the total value of a Gift Voucher is not redeemed in one transaction, remaining funds will be carried over and may be used toward another purchase prior to the gift voucher expiry date 25 February 2018.
- Please provide the 16 digit gift voucher number to redeem the voucher.
- FRINGE WORLD does not accept any responsibility for lost or stolen FRINGE WORLD Gift Vouchers.

Ticket Purchases

All ticket prices and other charges are subject to change without notice. All ticket prices are in Australian dollars. Items marked with an astreix (*) include GST.

Tickets are sold through www.fringeworld.com.au and the FRINGE WORLD Box Offices on behalf of the organisation and/or artists responsible for presenting the event. Tickets sold are subject to the conditions applicable to that event and/or the venue where presented.

FRINGE WORLD can only assist with tickets purchased through www.fringeworld.com.au or at a FRINGE WORLD Box Office. Where tickets have been purchased through an alternative Ticketing Agency, all contact should be directed to that agency.

FRINGE WORLD collects your personal information in case of an event cancellation or change. If you fail to supply sufficient and appropriate contact information, FRINGE WORLD is not responsible for failure to notify you.

Cash purchases of tickets can be made in person at all FRINGE WORLD Festival Box Offices, as listed online at <http://www.fringeworld.com.au/>.

In some circumstances, FRINGE WORLD venues may offer sales at the door of the venue prior to an event start time, subject to availability. Visit fringeworld.com.au for venue information.

Where concessions are applicable, suitable and valid identification must be provided for collection of tickets and at the venue.

Discounted Tickets

FRINGE WORLD and/or the promoter reserves the right to offer discount or promotional tickets. Not all discounted tickets will be available at all times. Only one valid discount can be applied per transaction. Purchases made at a higher price cannot be changed for the discounted price under any circumstances.

When purchasing discounted tickets associated with a FRINGE WORLD Friends subscription, the customer must be logged in with their valid FRINGE WORLD Friends customer account. Refunds or exchanges will not be given for failure to login with a valid FRINGE WORLD Friend account.

Where a promotional code is required for discounted tickets, this must be applied at time of purchase.

Ticket Pickup / Delivery

All ticket buyers will be given a range of pickup and delivery options when purchasing their tickets from www.fringeworld.com.au.

When booking from fringeworld.com.au more than ten (10) business days prior to the event, you can choose to either have your tickets posted to you or

collect them from a FRINGE WORLD Box Office. FRINGE WORLD is not responsible for any lost tickets and recommends customers to choose Registered post when opting to have the tickets mailed to them.

When booking from www.fringeworld.com.au within ten (10) business days of the event, your ticket collection method will default to collection from a FRINGE WORLD Box Office. For events on at FRINGE Central at The Perth Cultural Centre, The Pleasure Garden and Yagan Square you must collect a physical printed ticket from a FRINGE WORLD Box Office prior to heading to the venue (order confirmation emails are not accepted). Contact hello@fringeworld.com.au if you have any questions regarding your ticket collection options.

If collecting your tickets from a FRINGE WORLD Box Office, please arrive at the box office at least 30 minutes prior to the event start time. FRINGE WORLD is not responsible for any failure to attend an event on time due to delays in ticket collection. FRINGE WORLD Box Office locations and opening hours can be found here on our website : www.fringeworld.com.au

Photo ID and/or the credit card used to process the purchase must be presented by the original ticket purchaser at point of collection.

Ticketing Fees

All FRINGE WORLD tickets attract a booking fee of \$1 per ticket which is included in the advertised price on the FRINGE WORLD website and printed guide.

Please read above regarding our website transaction fee.

GST

All tickets priced under \$73.00 are GST free, unless otherwise stated.

All tickets priced \$73.00 and over are GST inclusive, unless otherwise stated. Where tickets are priced and sold as a package, the above applies to the average per ticket price.

Ticket Resale

Tickets may not, without prior written consent from FRINGE WORLD, be resold, offered as a prize or used for advertising or other promotional use.

Ticketing Exchanges and Refunds

- Without limiting your statutory rights under Australian Consumer Law, there is no right of refund or exchange on tickets.
- Before purchasing tickets, carefully review the event and seat selection details (where applicable). A change in personal circumstances or a change of mind does not entitle the ticket holder to a return or exchange on a ticket.
- If tickets have been purchased through an alternate Ticketing agency, the customer should contact that Ticketing agency for their Refunds and Exchange policy.
- In the event of a show, event or session cancellation, FRINGE WORLD will provide a refund of the ticket price paid to tickets holders. FRINGE WORLD will credit your original method of payment. Please see our Cancellation Policy below.
- FRINGE WORLD and/or the Presenter reserve the right to add, withdraw or substitute artists or vary advertised events, ticket prices, audience capacities or seating arrangements and make other variations as required.
- FRINGE WORLD reserves the right not to refund lost or stolen tickets.
- FRINGE WORLD reserves the right not to offer a refund or exchange where a valid receipt is not presented.
- FRINGE WORLD reserves the right to, without refund, refuse admission to,

or eject, any person whose conduct is deemed to be disorderly, who uses vulgar or abusive language, or who otherwise fails to comply with FRINGE WORLD's or the Venue's Terms and Conditions. Please refer to the Venue Conditions section below for more info.

- Should entry be declined, FRINGE WORLD will not provide a refund for the purchase of tickets.
- Late arrival to an event may result in non-admittance. In limited circumstances late arrivals may be permitted when there is a suitable break in the performance. Should entry be declined, FRINGE WORLD will not provide a refund for the purchase of tickets.

Cancellation Policy

If a show, event or session is cancelled no obligation is assumed by FRINGE WORLD for arranging a substitute event.

In the event of a cancellation, FRINGE WORLD will undertake reasonable measures to notify ticket holders of the cancellation and will provide refunds of the ticket price paid to ticket holders. Purchasers are required to supply correct and current contact details in case of cancellation.

Lost Ticket Policy

FRINGE WORLD reserves the right to not replace tickets for events where seating is not allocated (general admission).

When allocated seating tickets (reserved seating) are lost or stolen, the customer must produce proof of their original purchase.

If you have requested postal delivery of your tickets and have not received your tickets:

- **Tickets sent by Standard Post**

Tickets sent by standard mail cannot be traced and no responsibility will be accepted by FRINGE WORLD for tickets delivered by this method. To safeguard your tickets, we recommend selecting from the Registered Post or FRINGE WORLD Box Office Pickup options available.

- **Tickets sent by Registered Post**

Tickets sent by registered mail can be tracked online via www.auspost.com.au. When collecting tickets sent by Registered Post from a Post Office, a signature and identification will be required.

Replacement of tickets lost when sent by registered mail is subject to certain conditions. Please call (08) 9227 6288 and follow the prompts to speak with our Customer Service team to ascertain if your tickets are replaceable.

Venue Conditions

Standard Conditions of Entry

- These conditions apply to event venues as well as festival grounds (including but not limited to FRINGE Central at the Perth Cultural Centre, The Pleasure Garden and Yagan Square.
- Admission to an event is at the discretion of FRINGE WORLD or venue management.
- FRINGE WORLD and venue management reserve the right to refuse admission to, or eject, any person whose conduct is deemed to be disorderly, who uses vulgar or abusive language, or who otherwise fails to comply with FRINGE WORLD's or the venue's Terms and Conditions.
- FRINGE WORLD may impose additional conditions in relation to entry to, or attendance of, a particular event.
- For venue age restrictions view the venue information on

www.fringeworld.com.au.

- For licensed venues, patrons must be over the age of 18 and must show valid photo ID as defined by the Government of Western Australia's Department of Racing, Gaming and Liquor Policy regarding Proof of Age to gain entry. Check the list of acceptable forms of ID from the [Department of Racing Gaming and Liquor \(RGL\)](#). For under 18 access to licensed venues view the venue information at www.fringeworld.com.au.
- It may be a condition of entry to particular events that a search of person and/or possessions is required at the time of the entry to the venue.
- Some venues have no alcohol and/or non-smoking restrictions.
- No drugs, weapons, food, glass containers, specified prohibited items or lasers may be taken into a venue.
- You must not engage in offensive or inappropriate behaviour at an event, including but not limited to wearing or otherwise displaying any commercial, political or religious signage or logos that may reasonably cause offense.
- Entry may be refused if tickets are damaged or defaced in any way.
- Latecomers may not be admitted. If you arrive late for an event for which you have purchased tickets, you may not be guaranteed entry. It is your responsibility to arrive at an event before or at the advertised start time. No refunds will be granted for refusal of entry to an event due to late arrival on the part of the customer.
- No audio or video recorders (including mobile phones) may be used without the prior written permission of FRINGE WORLD. A breach of this condition may lead to the confiscation of all equipment and removal of the patron from the venue.
- FRINGE WORLD reserves the right to video, photograph, broadcast or telecast the event. By purchasing a ticket, you grant permission to FRINGE WORLD to utilise your image, likeness, actions and statements in any live or recorded audio, video, or photographic display made of, or at,

the event in any medium or context without further authorisation or compensation.

- FRINGE WORLD takes no responsibility for loss or damage to personal property.
- Without prejudice to any other rights which FRINGE WORLD may have, if you contravene any of these Terms or Conditions, you may:
 - be refused entry to, or be removed from, the venue;
 - have your ticket confiscated and/or cancelled without refund or recompense; and
 - be disqualified from purchasing tickets for or entering in to other events.

In the event that you are refused entry to an event for any reason in accordance with these conditions of entry, no refund will be given.

Limitation of Liability

To the extent permitted by law, FRINGE WORLD shall have no liability to you beyond the face value of the ticket purchased plus booking fees (where applicable).

FRINGE WORLD shall not be liable for any loss of enjoyment or wasted expenditure. Personal arrangements including travel, subsistence and accommodation relating to the event that have been arranged by you are undertaken at your own risk.

FRINGE WORLD takes no responsibility for loss or damage to personal property at the event.

Injury at Events

To the extent permitted by law, FRINGE WORLD disclaims all liability for any injuries caused at events. Although reasonable measures are taken by FRINGE WORLD to protect audience members, injury can occur. If injured or distressed, immediately ask an usher for assistance or directions to a medical station, or contact emergency services.

By purchasing a ticket, you acknowledge and accept these Terms and Conditions in your personal capacity and on behalf of any accompanying minor.

FRINGE WORLD Friends

- FRINGE WORLD Friends subscriptions are valid from the date of purchase until 31 October 2018.
- FRINGE WORLD Friends subscriptions are non-transferable and applicable to the individual that purchased the subscription only.
- FRINGE WORLD Friends subscriptions are non-refundable.
- Benefits of the FRINGE WORLD Friends program are reviewed annually at the discretion of FRINGE WORLD, and are subject to change.
- The allocation of tickets available through the FRINGE WORLD Friends 2-for-1 ticket offer is limited and is subject to availability.
- FRINGE WORLD Friends 2-for-1 ticket offers are only available on selected shows, and ticket limits are at the individual event, artist or production company's discretion. It may be possible to still purchase tickets for a show's performance at full price even though the 2-for-1 ticket offer allocation has sold out. To purchase 2-for-1 tickets at the Fringe Box Office and on the website you must give the email address associated to your FRINGE WORLD Friends account.
- Our standard Terms and Conditions and the FRINGE WORLD Ticketing Exchange and Refunds policy listed above applies to 2-for-1 tickets.

- We will aim to have the FRINGE WORLD Festival Guide delivered to you on or before the Festival program launch day (7 December 2017) if you have signed up at least five working days prior to the launch, unless otherwise specified. However, factors outside our control, such as delays in the mail, may result in later delivery. Friends residing outside of Western Australia will receive the FRINGE WORLD Festival Guide as close to the program launch day as possible.
- The number and type of event(s) with ticket(s) available for early release to Friends prior to the Festival program launch day (7 December 2017) is at the discretion of FRINGE WORLD Festival and subject to change.
- There is a limit of one (1) Skip the Line MultiPass per FRINGE WORLD Friends subscription.
- The Skip the Line MultiPass is only valid for ticketed events with unallocated seating located in the following performance areas: all venues in The Pleasure Garden and Yagan Square and the following venues at FRINGE Central in The Perth Cultural Centre (Circus Theatre, The Gold Digger and The Shambles). FRINGE WORLD reserves the right to make exclusions to this policy without prior notice.
- The Skip the Line MultiPass contains five (5) Passes. Each Pass enables the bearer and one (1) guest to skip the line. The bearer can choose to skip the line for themselves plus up to three (3) guests by redeeming multiple Passes. If the bearer or guest is under the age of 18 please check www.fringeworld.com.au for venue age restrictions. Entry to performance areas is also subject to the event rating.
- The Skip the Line MultiPass is not redeemable for cash and a lost or stolen Pass will not be replaced.
- FRINGE WORLD reserves the right to make alterations to the Friends program and its benefits from time to time and without prior notice.

Please contact friends@fringeworld.com.au or phone 08 9227 6288 for assistance with your FRINGE WORLD Friends account.

Law and Jurisdiction

The provisions of these Terms and Conditions are governed by the laws of Western Australia.

Privacy Policy

The FRINGE WORLD Privacy Policy is incorporated into these Terms and Conditions and applies to all sales, and can be found here:

<https://fringeworld.com.au/privacy-policy>

Support and Further Information

If you require further assistance, please email hello@fringeworld.com.au.

ENDS