

## Terms & Conditions

### REFUNDS & EXCHANGES

Please choose carefully. WOMADelaide does not refund tickets. Refunds are sometimes offered in extenuating circumstances and in accordance with the applicable Live Performance Australia code of practice for Event Ticketing [www.liveperformance.com.au](http://www.liveperformance.com.au).

### TERMS AND CONDITIONS

No alcohol, glass containers, high back chairs, fundraising, animals (except guide and assistant dogs) can be brought into the venue. Bags will be inspected by security upon entry.

No busking/performing without prior permission from the Event Manager

No flyering/pamphletting

No person shall interfere with plants, water fixtures, or any other installation within the venue.

The Event manager takes no responsibility for lost or damaged property

WOMADelaide is an all-weather event and will go ahead rain or shine.

The Event Manager reserves the right to change the line-up/program without notice

Refunds will not be given for line up alterations/changes.

The Event Manager reserves the right to refuse entry. Refunds will not be given to those who are refused entry to the venue.

Unauthorised sale or duplication of this ticket may result in you being denied admittance to the venue. The venue and/or the promoters are not responsible for any inconvenience caused by unauthorized sale or duplication. In the event that duplicate copies of this ticket are presented at the gate, The Venue and Promoter reserve the right to deny entry to all parties.

The Event Manager reserves the right to demand proof of eligibility for concession ticket purchase.

Wristbands must be attached to your wrist prior to entering the venue.

Wristbands must be worn for the period of your pass. Wristbands that have been removed or damaged are void and will not be accepted.

Tickets are not transferable within any single session or day.

If you purchase by phone, post or online your ticket will be posted to you by regular post unless you specify Express Post. Please allow 7 working days for delivery.

Tickets purchased for regular post-delivery must be purchased prior to 25th February, 2015.

Tickets purchased 25th February – 2nd March will be sent via Express Post.

After the 2<sup>nd</sup> of March all passes will be collect from venue ONLY. - pick-up of your wristband (entry ticket) is available from 10:00am Friday 6th March at Hackney Rd entrance and from 3:00pm Friday 6th March at both Hackney Rd and Frome Rd entrances; and From 11:00am on Saturday, Sunday and Monday of the festival.

Posting of wristbands will commence from 30 November 2014. Please allow 7 working days from 30 November or your purchase date for delivery.

Prices displayed on this site include GST where applicable, and all prices are in \$AUD.

Children under 12 are admitted free when accompanied by a ticketed, responsible adult.

It is a condition of the Liquor License for the event that after 12 midnight all people under the age of 18 are in the company /supervision of an adult

Carers admitted free upon presentation of Carers Card, disabled facilities are available.

YHA members are eligible for concession on the 3-Day and 4-Day pass only, these tickets can be purchased online – valid YHA card number required.

Concession = the following entitle you to a concession priced ticket: full time student, Australian Pension Card holder, Cenetrelink Health Care Card holder and YHA member. Please note that you must bring your relevant proof of concession as you may be asked to provide this at the gates.

A senior's card does not entitle you to a Concession ticket.

Group Bookings close Friday 13th February.

#### PRIVACY POLICY

WOMADelaide Ltd respects and values the privacy of our customers and we are committed to protecting your personal information.

When purchasing tickets for WOMADelaide you are required to provide your personal information including your name, address, telephone number and other details like payment information. This information is collected so WOMADelaide can provide a range of services including processing your transaction, notifying you or any changes to the event and tracking your ticket details if your tickets are lost or stolen.

All information provided is kept confidential and is collected by a secure database not accessible to the public.

WOMADelaide does not sell, rent or trade customer data to or with third parties. We may be required to disclose your information to third party contractors who help us operate our business or provide a service to you (such as the company that provides us with technical support and computer assistance for our email newsletters and offers). We require all of our third party contractors to comply with our Privacy Policy and sign a Confidentiality Agreement.

When required by law to disclose personal information, WOMADelaide complies as is appropriate.

Purchases made through our website are processed securely over the Internet using a dedicated private connection that is inaccessible to Internet users, and enhanced security features such as digital envelopes and content keys. With the combination of our system security features, including encrypted communication between our payment gateway and the merchant server; and a secure browser at the customer end, you can rest assured that your credit card information and anonymity are protected.

If you would like a copy of WOMADelaide's privacy policy, or to discuss any privacy related issues, please contact our Privacy Officer using the following contact details:

Fax on: (08) 8271 9905

Letter or in Person to:

WOMADelaide Foundation Ltd

12 King William Rd.

UNLEY SA 5061

#### PAYMENT METHODS

VISA, Mastercard, Cheque, Money orders, Electronic Funds Transfer (phone for more details).

NB - for web orders we accept payment via visa & MasterCard (not American Express or Diners).

FEES & CHARGES please note the ticket prices advertised are exclusive of fees and charges. If purchasing online the only payment form accepted is credit card whereby a Merchant Service Fee (MSF) is calculated. The MSF of 1.5% is a bank fee that unfortunately we cannot absorb this cost and regrettably have to pass on to the purchaser. Alternative payment methods are available such as Electronic funds transfer, cheque or money orders please email [bec@womadelaide.com.au](mailto:bec@womadelaide.com.au)

for further information.

WOMADELAIDE BOX OFFICE

1300 496 623 or [tickets@womadelaide.com.au](mailto:tickets@womadelaide.com.au)

For further information please check the FAQ section of the website