

COVID-SAFE TICKETING GUIDE



Unwell/COVID Positive

If you have tested positive for COVID-19 and are required to isolate, you will be eligible for a refund if you let us know up until the start time of the performance. This can be done by contacting the appropriate venue Box Office 45 minutes prior to the performance or by emailing boxoffice@riverlinksvenues.com.au



Masks

It is recommended that you wear a mask.



Contactless payment

The preferred payment is via card payment.



Have your ticket Ready

Please have your ticket ready on your phone or paper copy prior to being greeted by our Ushers.



Eticket

If you have purchased your tickets via an e-ticket you do not need to collect a hard copy. Simply show the ushers your ticket on your phone/tablet for entry



Phones

Please turn all phones to silent or vibrate.



Follow instructions from Venue staff

This will ensure we are able to bring further shows to our venue in the future.
Sit back and enjoy – Stay Safe

Additional Terms and Conditions

The safety of you, our valued audience, staff and performers is paramount.
Due to COVID-19, additional Terms and Conditions now apply to all bookings

Please read the following terms and conditions, which are in addition to the regular Terms and Conditions, prior to purchasing tickets.

Purchasing Tickets

- To purchase tickets, you must supply the following information.
 - Patrons agree that all contact information will be available to the public health authorities upon request should this become a requirement.
 - Riverlinks Venues will ensure contact details will not be supplied to any third party other than the relevant health authorities unless the patron has agreed via the data protection questions, and will not use this information for promotion purposes.

At the Event

- Patrons must not attend a performance if:
 - They have tested positive for COVID-19
 - Are awaiting test results for COVID-19.
 - Are awaiting results from a PCR test
- Refunds will only be available to customers who have tested positive for COVID-19 or who develop COVID-19 symptoms prior to the performance. No refunds will be issued once the performance has commenced or post performance.
- Should a performance be postponed, tickets will be transferred to the new date. Riverlinks Box Office will contact all tickets holders to advise of any change. A refund will be offered to patrons not able to attend the rescheduled performance date. Patrons must contact the Box Office within one month of being advised of a rescheduled performance for a full refund after this date an administration fee will be incurred.
- It is recommended that you wear a mask.
- Patrons must agree to follow Venue staff instructions at all times.
- Patrons who do not comply with Venue Staff instruction **will** be asked to leave immediately without refund or further recourse.
- Patrons acknowledge that while the Venue has taken all reasonable health and safety precautions to keep the audience, staff and performers safe, patrons enter the Venue do so at their own risk.