



TICKET SALES TERMS AND CONDITIONS

Ticket Purchase Terms of Sale

a. Refunds: Please choose your tickets carefully, as we cannot refund tickets under any circumstances except the cancellation of an event. If an event is cancelled, then ticket purchases will be refunded, though MONSU may, to the extent permitted by law, retain the booking fee if it has been charged.

b. Collection and Delivery of Tickets: Tickets are available to be picked up from the MONSU Service Desk during opening hours, others may be posted out to your residential address. Photo identification must be produced when collecting tickets. If these forms of identification cannot be produced, then the tickets will be withheld for the credit card owner to collect. Please read your receipt carefully to ensure that you understand where tickets to your event can be collected.

c. Replacement of Tickets: Please look after your tickets carefully as we cannot replace them.

d. Changes to the Event: We reserve the right to add, withdraw, reschedule or substitute performer and artists and/or vary any advertised programs, prices, venues, seating arrangements and audience capacity without notice. Wherever possible changes to the event will be posted on this website, so please check the website regularly to ensure that you have the latest details for your event.

e. Admission to the Event: The right of admission to any event for which a Ticket is purchased is subject to the promoter and venue owner/licensee's terms of admission. Late arrival may result in non-admittance until a suitable break in performance. Proof of Age (Photo ID) will be required for entry to restricted age events. Cameras, audio equipment and video recorders may not be permitted in a venue without the approval of the promoter and/or the venue owner/licensee. The right to record, broadcast or telecast any event is reserved to the performer or artist and/or their authorised assignees or licensees. Only tickets purchased from MONSU or other authorised points of sale will be accepted for admittance to an event. Tickets that are defaced or damaged in any way will not be accepted for admittance to an event.

f. Currency: All ticket prices are given in Australian dollars (AUD).

g. GST: All ticket prices include GST.

h. Privacy: The only personal information collected during the purchase process is that necessary to fulfill your order (ie. name, address and contact details). This information is only used to fulfill your order and is not retained for marketing purposes or sold or given to any third party. For more information on privacy on this website, please see the Privacy Policy.

i. Further Information: For more information regarding sales on this website, please contact (03) 9904 4217.