

## RIVER SOUNDS TERMS AND CONDITIONS OF SALE & ENTRY

### **ALL AGES EVENT. VALID PHOTO ID REQUIRED TO PURCHASE AND/OR CONSUME ALCOHOL.**

***This ticket is sold or provided on the express condition that the holder ("Ticketholder"/"Patron") is bound by the rules & conditions issued by Gig Big Pty Ltd ("the Organiser"). Ticketholders agree to be bound by the Terms and Conditions contained herein and on the River Sounds website and on display at the Venue.***

This ticket permits the Ticketholder entry to the River Sounds 2025 festival ("**Event**") at **Bellingen Showgrounds ("the Venue")**, Bellingen.

- **Event Operational Times:** Friday May 15, 4.30pm-11pm | Saturday May 16, 11am-11pm.

1. Ticketholders MUST show valid Photo ID at the Event entrance wrist-banding station bearing the same name and date of birth details as those printed on their Event and Camping tickets.
2. It is a condition of purchase that the Ticketholder consents to the Organiser collecting and retaining their personal information. The Organiser will hold your information as required by the *Privacy Act 1988* (Cth) and in accordance with the Organiser's privacy policy, and will contact you in relation to ticketing matters and Event information.
3. No refunds will be provided on tickets except as required by law &/or as specified by the Live Performance Australia Ticketing Code of Practice. Incorrect purchases DO NOT qualify for a refund or exchange.
4. The Organiser reserves the right to enforce published ticket purchase limits and cancel any tickets obtained above said limits by any one customer.
5. If you are removed from the Venue or the Event and/or denied entry to the Venue or the Event, you will not be entitled to any ticket refund in part or in full and/or any compensation, unless required by law.
6. Ticket barcodes are unique to each Ticketholder. Do not share your ticket barcode with anyone else or you may be denied entry to the Event. The Organiser reserves the right to deny admission to the holder of any ticket that appears to have been tampered with, counterfeited or duplicated.
7. Upon entry to the Event/Venue, your ticket will be exchanged for a wristband that you MUST keep on for the duration of the Event. Lost, damaged or stolen wristbands will not be replaced.
8. Anyone entering the Venue, the Venue Campgrounds, or found onsite at the Event without a valid wristband, will be deemed to have trespassed, be removed from the Venue, and may be handed over to the Police. Maximum penalties apply.
9. Under 18s conditions of entry:
  1. Ticketholders aged 18 years and under must be accompanied by a responsible parent and/or adult guardian holding a valid Event ticket when entering the Event and at all times whilst at the Event. We strongly recommend this adult guardian is aged 25 years or older.
  2. Ticketholders aged 18 years and under found not accompanied by a responsible parent and/or adult guardian holding a valid Event ticket will be denied entry into the Event and/or removed from the Venue.
  3. Persons aged 5 years and under are admitted into the Event free of charge. For the avoidance of doubt, all persons aged 18 years and under must be accompanied by a responsible parent and/or adult guardian holding a valid Event ticket when entering the Event and at all times whilst at the Event.
10. All minors, their parent and/or adult guardian must abide by the Event's Youth Policy.
11. The Venue, is a licensed area. Patrons wishing to purchase and/or consume alcohol must be over 18 years of age and have valid photographic ID. Anyone found supplying or buying alcohol for a minor will be evicted from the Event and the Venue and may face criminal charges. Any minor found consuming alcohol or in possession of alcohol will face similar action.
12. Alcohol cannot be brought into the Venue including the entertainment area and car parks. Any alcohol brought into any of these areas at the Venue will be confiscated and will not be returned. The Organiser reserves the right to take appropriate action in such circumstances.
13. Bags, containers and other personal items will be searched at the entry to the Venue to check for any banned items. Banned items include glass, alcohol, gas bottles, gas lanterns, butane gas cylinders, flammable liquids, weapons, umbrellas, selfie sticks, video cameras (including GoPros), and drones. Fireworks, flares and the lighting of fires are prohibited.
14. Protest and political paraphernalia and banners are not allowed in the Event or at the Venue. Clothing, jewellery or accessory displaying the name of any motorcycle related or similar organisations or any 'declared organisation' within the meaning of the Crimes (Criminal Organisation Control) Act 2009 is not permitted in the Event or at the Venue. The Organiser reserves the right to remove any person in possession of or displaying these items, or any item which is deemed racist, vilifying, sexist and/or offensive.

12. Empty reusable bottles may be brought into the Event precinct for refilling from water stations.
13. Animals are prohibited at the Venue, with the exception of service or assistance animals, such as Guide Dogs.
14. Footwear must be worn at all times throughout the Event site.
15. Small still cameras are permitted but professional audio or video recording devices, including GoPros, and professional still cameras are prohibited. Ticketholders are not permitted to record the Event (audio or video) for commercial purposes.
16. All Ticketholders consent to be included in any official photography, filming & sound recording by the Organiser and/or any of its authorised representatives, official partners and contractors ("**Organiser's Partners**"), and grant the Organiser and the Organiser's Partners the right to use such recordings for promotion and other purposes.
17. Possession, sale or use of illegal drugs or illicit substances is strictly prohibited at the Venue and the Event. Any persons found with illegal drugs or illicit substances in their possession may be removed from the Venue and subject to Police action.
18. The Organiser reserves the right to refuse a Ticketholder admission to the Venue and the Event and/or to evict any person from the Venue and the Event if they are affected by alcohol or drugs, or act in contravention of any of these Terms and Conditions.
19. Activities such as moshing, crowd surfing, climbing and stage diving are strictly prohibited. Patrons engaging in these or other dangerous activities will be removed from the Event and/or Venue, and Patrons accept all risk and liability for any injuries or damages caused by these activities. Entry to the Venue is at the Ticketholder's own risk.
20. The Organiser recommends that due to noise levels, ear plugs should be carried/worn by Patrons. Offensive language may be used by some performers and artists. Special effects and strobe lighting may be used at the Event.
21. Patrons must not cause damage to, improperly use, or tamper with any Venue facility or Event infrastructure, or cause any damage to flora and fauna on or surrounding the Venue or enter any onsite bodies of water at the Venue. Patrons must not remove or attempt to remove any item or object from the Venue or surrounding area. Patrons accept full liability and responsibility for any loss or damage caused in contravention of this clause or any other term of these Terms and Conditions.
22. Patrons may be removed from the Venue if, in the opinion of the Organiser, they behave or act in a threatening or inappropriate manner, including without limitation, any aggressive, riotous, abusive, offensive, racist, sexist or insulting actions towards other patrons, Event staff or any other persons at the Venue or the Event. Patrons are required to follow the reasonable directions of the Organiser and Event staff at all times.
23. The Event will take place rain, hail or shine, subject to the terms contained herein.
24. The Organiser reserves the right to vary the Event program and/or to add, withdraw or substitute artists to the line-up and/or vary the Event date or venue at its discretion. Unless required by applicable law (including the Australian Consumer Law), no ticket refunds or compensation will be made in such circumstances, or if the Event program varies due to the non-appearance of one or more advertised artists.
25. The Organiser is not liable for any loss, injury, damage or compensation (including, without limitation, any travel costs, accommodation costs, out of pocket expenses), as a result of the Event being cancelled, postponed, relocated or changed for whatever reason. If the Event is cancelled in whole or in part by an act of God, extreme weather, act of war, act of terrorism, civil commotion, industrial dispute or for any event or threat outside of the control of the Organiser then any refunds shall be at the Organiser's absolute discretion (unless otherwise required by law).
26. Tickets may be resold or re-issued via the official ticket resale facility should one be made available by the Organiser.
27. Except where liability cannot be excluded by law, the Organiser (and its employees, contractors and agents) shall not be liable for any loss, cost, expense, injury, claim or damages suffered or sustained by any Ticketholders and patrons at the Venue or the Event. Where permitted under the Australian Consumer Law (ACL), the Organiser limits its liability in respect of breach of any statutory guarantee under the ACL in the manner set out in sections 64A(1)(a) and 64A(2)(a) of the ACL.
28. To the full extent permitted by law, Ticketholders waive all legal rights of action against and fully release the Organiser, its agents, employees and volunteers for all claims for compensation for loss, damage, injury or death howsoever arising out of or in relation to the Ticketholders entry to and presence at the Venue and their attendance at the Event.
29. Ticketholders must use designated walkways and paths at all times whilst at the Event and the Venue and must follow any Event or Venue directions or signage.
30. In the event of injury or illness the Organiser may, at the cost of the Ticketholder, arrange medical treatment and/or emergency evacuation as deemed essential for the safety of the Ticketholder.
31. Any provision of these Terms and Conditions which are or becomes unenforceable shall not invalidate the other provisions of these Terms and Conditions.