

## *TICKET PURCHASE POLICY*

*For tickets purchased directly from Gertrude Opera - Yarra Valley Opera Festival via Ferve Tickets, the following terms and conditions apply.*

### **CONCESSION**

The following cards entitle you to purchase tickets at Concession prices: Student Card (full-time), children 16 years and under, Carer Card, Health Care Card, Pension Card, Veterans Affairs Card, all government-issued Seniors Cards.

Proof of concession is required when you buy you tickets and when you enter the venue.

### **TERMS AND CONDITIONS: Gertrude Opera - Yarra Valley Opera Festival**

#### **Ticket Resale Market**

Gertrude Opera - Yarra Valley Opera Festival does not permit ticket resale. Gertrude Opera - Yarra Valley Opera Festival are the only authorised ticket sellers. Tickets are valid only when purchased from an authorised sales channel. Gertrude Opera - Yarra Valley Opera Festival reserves the right to cancel and not refund any ticket it reasonably believes has been bought or sold by an unauthorised seller.

Tickets purchased through unauthorised resellers may be invalid or fraudulent and entry to the venue cannot be guaranteed.

For more information about the ticket resale market and its associated risks, please see [http://www.liveperformance.com.au/ticketing\\_code\\_practice](http://www.liveperformance.com.au/ticketing_code_practice).

#### **The advertised ticket price on Gertrude Opera - Yarra Valley Opera Festival**

- Is inclusive of GST (where applicable), but not booking fee or credit card fee
- A credit card fee of no more than 1.7% per transaction will be applied for credit card transactions
- A debit card fee of no more than 1.34% per transaction will be applied for debit card transactions

All prices are quoted in Australian dollars and are inclusive of GST (where applicable). Where GST applies, your ticket is a tax invoice.

#### **Booking fees**

The following transaction fees, which are inclusive of GST, will apply for tickets purchased online or over the phone. Fees are calculated according to the total value of tickets purchased in a single transaction:

<b>Ticket Price</b>	<b>Fee Per Booking</b>
\$0.01 - \$35.00	\$1.50 Booking Fee
\$35.01- \$70.00	\$3.50 Booking Fee
\$70.01 \$100.00	\$4.50 Booking Fee
\$100.01 \$150.00	\$5.50 Booking Fee
\$150.01 \$999999	\$6.50 Booking Fee

### **Refunds and Exchanges**

Refunds and exchanges will only be provided as required by law and the LPA Code.

### **Cancelled/Rescheduled/Relocated Events**

If an event is cancelled, rescheduled or relocated you will be notified as soon as possible, and you will be entitled to a refund or exchange in accordance with the LPA code. Where there is a difference in value (for example you choose cheaper tickets than the ones that were cancelled) the remaining value will be offered to you as a gift voucher that can be used to purchase other events in the program.

### **Conditions of Entry**

*When purchasing tickets via gertrudeopera.com.au, you agree to comply with the conditions outlined in the LPA Code and the Conditions of Entry for the performance venue(s). Conditions of Entry for venues can be found on individual venue websites.*

### **TERMS AND CONDITIONS: Ferve Tickets**

'Ferve Tickets' (Ferve Tickets Pty Ltd ABN 41 074 903 085) operates a system for event ticketing on behalf of Gertrude Opera ABN 69 669 689 926 (the 'Event Organiser'). Any and all issues or claims relating to sale and/or purchase of tickets and the provision of associated event(s) are the sole responsibility of the Event Organiser and Ferve Tickets (or any subsidiaries, affiliates, officers, agents, directors or employees) have no liability for any claims. Ferve Tickets is not liable for any loss or damage arising from the purchase of this ticket. Ferve Tickets cannot exchange or refund this ticket nor associated fees, please contact the Event Organiser with any queries. Ferve Tickets has no obligation to provide a refund or any other financial compensation if an event is cancelled, postponed or substantially altered by the Event Organiser, in which case you should contact the Event Organiser directly. Purchasing tickets constitutes your acceptance of this agreement.

### **Security and Privacy**

This Security and Privacy Statement applies to this website operated by Ferve Tickets Pty Ltd (ABN 41 074 903 085) ("we", "us", "our") on behalf of Gertrude Opera ABN 69 669 689 926 (the 'Event Organiser'). You should also be aware of the appropriate policies of the organiser, as any contract entered into for the sale of tickets exists between you and the organiser.

### **Security**

We take all reasonable steps to preserve the security of your temporary and personal information whilst in transit or stored in our systems. 128 bit SSL encryption is used to secure all personal

information while in transit on the internet. This software/ticketing site has been security scanned by Qualys and meets PCI-DSS credit card validation standards for external scanning.

### **Privacy**

We respect your rights to privacy under the appropriate Australian legislation (Privacy Act 1988 (Commonwealth)) and other State based legislation as appropriate. We will not release your private information to any party (except the organiser), or as required to by law.

### **Information collected**

In an unsecure area of the website (where you have not logged in), we will record the date/time of your visit, your IP address and the pages/information visited, but no personally identifiable information.

If you log in to our systems, either by the standard account login, or a third party social media plug in, we will record personal information about you in order to facilitate your use of this site, such as delivering tickets or allowing access to newsletters.

If you use the social media functions of this website, we will not post information to your social media profile without your permission, but we may record additional information from your social media profile in order to facilitate your use of this site.

If you buy tickets or products from this website, we will not record or store your full credit card details at any time, but pass your information into the Australian Banking Network for authorisation.

Our site also may contain the ability to store a reference to your first card authorisation to facilitate the 2nd or subsequent credit card purchases from our site.

In cases where you agree to use this facility, we are not storing full card details, but a reference to the original transaction. This allows us to offer a faster checkout process for customers. We will not use this facility without your permission. Where you wish to clear all references to previously authorised transactions you may do so from your account at our website. Should you do this, all stored references to cards are deleted, and you must again enter full card details to purchase through us.

### **Your account security**

While we force a complex account password, you are ultimately responsible for the security of your account. You should not disclose your account details to any person, and change your password from time to time as appropriate.

### **Changes**

We regularly review developments in security and encryption technologies, and adjust this site accordingly. You should review this statement periodically as it will change as necessary in response to legal or technical changes. While we take all reasonable precautions for security and privacy of your information, the transfer of your private information to this site is ultimately at your own risk.