

## PO-A2-009

# Ticketing Terms and Condition Policy

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## PURPOSE

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The purpose of this Ticketing Terms and Conditions Policy is to outline the terms and conditions that govern the purchase and use of tickets for events managed by Adelaide Anthros (A2).

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## 1. SCOPE

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This policy applies to all ticketing activities managed by Adelaide Anthros (A2), including but not limited to:

- Online ticket sales through the Adelaide Anthros (A2) website using authorised Third-party ticket sellers
- Box office/Door sales
- All ticket types, including but not limited to, general admission, VIP packages, and packages for events and exhibitions hosted by Adelaide Anthros (A2).

## 2. OBJECTIVES

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The objectives of this policy are to:

- Ensure that ticketing activities are conducted in a fair, transparent, and secure manner
- Protect the rights of ticket holders and Adelaide Anthros (A2)
- Prevent ticket fraud and touting
- Provide clear guidelines for ticket sellers and holders
- Maintain the integrity of Adelaide Anthros (A2)' events and exhibitions

### **3. DEFINITIONS**

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For the purposes of this policy, the following definitions apply:

- Adelaide Anthros (A2): Adelaide Anthros ABN 40 698 983 803, trading as Adelaide Anthros (A2)
- Authorised Ticket Reseller: A ticket seller who has been approved by Adelaide Anthros (A2) to sell tickets on behalf of the organisation.
- Event: Any exhibition, show, concert, or other activity hosted by Adelaide Anthros (A2).
- Ticket: A physical or digital document that grants the holder access to an event.
- Ticket Holder: A person who has purchased or been gifted a ticket to an event.
- Ticket Seller: A person or organisation that sells tickets to an event.
- Touting: The act of selling tickets at an inflated price, often for profit.

### **4. RESPONSIBILITIES**

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The following parties have specific responsibilities under this policy:

- Adelaide Anthros (A2): Ensures that all ticketing activities are conducted in accordance with this policy. Approves and monitors authorised ticket resellers. Provides clear and accurate information about tickets and events. Investigates and act in response to allegations of ticket fraud or touting
- Authorised Ticket Resellers: Only sells tickets that have been approved by Adelaide Anthros (A2). Ensures that tickets are sold at the face value and not at an inflated price. Provides clear and accurate information about tickets and events
- Ticket Sellers: Only sells tickets that have been approved by Adelaide Anthros (A2). Ensures that tickets are sold at the face value and not at an inflated price. Provides clear and accurate information about tickets and events
- Ticket Holders: Ensures that they are in possession of a valid ticket for the event. Presents the ticket to Adelaide Anthros (A2) staff or authorised representatives at the event. Complies with all rules and regulations of related to the event.

## 5. BADGES

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- Badges will be given to the ticket holder upon registration. Ticket holders are required to always have their Badge visible when in event space areas.
- Tampering with or hiding your badge may result in denied entry or removal.
- Adelaide Anthros(A2) prohibits sharing badges with other attendees or members of the public.
- If you have lost your badge, one may be reissued only if proof of purchase and/or the ticket number is provided.  
Badges and registration on Sunday will only be issued upon verification of age with a valid government-issued photo ID.
- Attendees may NOT escort individuals under 18 into 18+ sessions or event
- Adelaide Anthros(A2) accepts Companion Cards. Companions of individuals with significant disabilities can enter without charge.
- Companions must present valid identification to receive a Badge.
- Adelaide Anthros(A2) reserves the right to refuse registration, revoke registration and confiscate registration at its discretion. Causes for such action include but are not limited to breach of Adelaide Anthros(A2) Policy or Venue Policy
- Adelaide Anthros(A2) registration does not inherently guarantee that entry into event spaces at the convention will always be possible due to capacity limits.

## 6. TERMS AND CONDITIONS

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The following terms and conditions apply to all ticket sales and use:

- Ticket Purchase: By purchasing a ticket, the ticket buyer acknowledges that they have read and understood the terms and conditions of ticket sales and use.
- Ticket Refunds: Refunds will be issued in accordance with Refunds and Exchanges section below.
- Ticket Exchanges: Exchanges will be made in accordance with this policy. Please see the Refunds and Exchanges section below for more information.
- Ticket Cancellations: In the event of a cancellation, refunds will be issued in accordance with this policy.
- Ticket Restrictions: Some tickets may be subject to restrictions, including but not limited to, age restrictions, accessibility restrictions, and restrictions on re-sale.

By purchasing a Ticket, you agree to the Adelaide Anthros(A2) Code of Conduct. Adelaide Anthros(A2) reserves the right to amend the Adelaide Anthros(A2) Code of Conduct at any time before or during the Event.

Adelaide Anthros(A2) official website, media and door sales are the only valid methods by which we offer registration.

We kindly ask that you do not resell your ticket to anyone else. Our event is designed for the original ticket holder, and unauthorised resale causes issues with entry and security.

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## 7. REFUNDS AND EXCHANGES

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Refunds and exchanges will be made in accordance PO-A2-005 Refund Policy with the following guidelines:

- Ticket Refunds: Refunds will be issued in full if the event is cancelled or postponed. If the Event is cancelled, rescheduled, or relocated. Adelaide Anthros(A2) Ticket holders are entitled to a refund. However, Adelaide Anthros(A2) is not responsible for additional expenses such as but not limited to travel or accommodation.
- Ticket Exchanges: Exchanges will be made for tickets of equal or lesser value if the event is rescheduled or if the ticket holder is unable to attend the event.

Adelaide Anthros(A2) will consider refunds if someone can't attend due to illness, injury, or other serious personal circumstances. We may ask for supporting documentation. Any requests like this are reviewed at Adelaide Anthros(A2) discretion.

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## 8. DISPUTE RESOLUTION

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In the event of a dispute or complaint, please contact Adelaide Anthros (A2) at [adelaideanthros@gmail.com](mailto:adelaideanthros@gmail.com) We will respond to all disputes and complaints in a timely and fair manner in accordance PO-A2-007 Dispute Resolution Policy.

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## 9. CHANGES TO THIS POLICY

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This policy may be amended at any time without notice. It is the responsibility of the ticket buyer and seller to remain informed of any changes to this policy.

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## 10. REVIEW

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This policy will be reviewed annually by the Directors of Adelaide Anthros (A2), or sooner if required due to incidents, legislative updates, or organisational changes.

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**End of Document**