

# Picnic In The Park 2020



## Terms and Conditions

VEE Agency (**ABN:** 47 605 644 995) is the Event Management company managing Picnic in the Park 2020.

Picnic in the Park 2020 tickets are purchased using a third-party platform; eWAY. Limited tickets will be available by CASH ONLY to purchase on the gate.

### Advertised Ticket price:

- Is inclusive per ticket booking fee
- Is inclusive of a credit card fee

**By purchasing a ticket to Picnic in the Park 2020, you agree to be bound by the terms and conditions set out below. The Terms and Conditions relate to the sale of tickets and attendance at Picnic in the Park 2020 to which the ticket relates. These Terms and Conditions apply to the purchaser, any subsequent ticket holders and any ticket recipient.**

### Purchasing tickets

1. Tickets you purchase are for personal use. Except as we may agree, you and your party must not re-sell or transfer (or seek to re-sell or transfer) the tickets (whether for cost price, discount or profit). A breach of this condition will entitle the VEE Agency to cancel the tickets without prior notification, refund, compensation or liability. This applies to any posts you may make on social media and/or ticket resale websites.
2. Any patron under 18 years of age wishing to attend Picnic in the Park 2020 that is a minor must be accompanied by a responsible adult. A responsible adult, for the purposes of supervising a minor on licensed premises must be a parent or someone reasonably taking the place of a parent. The following is considered when determining whether or not the accompanying adult is responsible:
  1. the age of the accompanying adult (guiding principle is 30+);
  2. the relationship between the accompanying adult and the minor;
  3. the amount of supervision being provided; and
  4. in all the circumstances, the reasonableness of the supervision being provided (guiding principle is “in view and able to make contact”).



## Terms and Conditions

3. VEE Agency reserves the right to refuse entry to or to expel any minor from Picnic in the Park 2020 who is not accompanied by a responsible adult, and no refunds shall be provided in such circumstances.
4. To prevent fraud and protect VEE Agency and you, we may carry out checks and/or you may be asked to provide additional information (such as a copy of a credit or debit card statement) after your booking so we can verify your purchase. If we suspect fraud we may cancel any order or tickets.
5. You must inform VEE Agency of any change of address, contact phone number or email address, both before and after receipt of the tickets. Our contact details are below. Our preferred method to contact you is email, so you should take care to provide a current, valid email address and be aware that your email filter settings may treat our emails as spam or direct them to your junk folder.
6. An order for tickets is not complete until accepted by us. We try to ensure all prices are accurate but errors may occur. If we discover an error in the price of tickets you have ordered we will inform you as soon as possible and we may either cancel the order (in which case you will be refunded the ticket price and any booking, transaction or supplementary fees you have paid) or give you the option of confirming your order at the correct price.
7. By purchasing tickets, you also agree to Picnic in the Parks 2020 Privacy Policy which are set out on the Picnic in the Park 2020 website ([click here](#) to go there). To the extent of any inconsistency between these terms and conditions and the Privacy Policy, the latter policy shall apply to the extent of any inconsistency.

### Delivery and collection

10. Subject to clause 11, purchased tickets on [www.picnicinthepark2020.com](http://www.picnicinthepark2020.com) will be dispatched to you electronically.
11. To show proof of purchase for entry tickets or any transport or fringe events, the cardholder must present the card used to book the tickets as identification or a valid driver's licence listing the name of the purchaser.
12. Always check your tickets upon receipt and advise us promptly of any errors 2 weeks prior to the event. Mistakes when ordering cannot always be corrected and any corrections are discretionary.



## Terms and Conditions

### Cancellation Rights and Refunds

15. Tickets cannot be transferred, exchanged, or refunded once purchased. Except to the extent otherwise required by law.

### Cancellation, change or postponement of an event

17. Picnic in the Park 2020 is an outdoor event and the event will always go ahead as long as it is safe to do so. There will be no ticket refunds for wet weather issues, fire risk, floods or any natural disasters which occur and VEE has the right to cancel the event in the interest of public safety.

18. Outdoor events are subject to adverse weather conditions. Patrons accept the risk that weather they consider unsatisfactory may occur during the event, and acknowledge that tickets will not be refunded or exchanged, except to the extent otherwise required by law.

19. You should always check that an event is going ahead at the scheduled date, time and venue. Updates will be on the website and across the Facebook Event page (<https://www.facebook.com/events/603575280468639/>)

20. If VEE Agency cancels an event or makes significant changes to the venue, date, show time VEE Agency will use reasonable endeavours to inform you. This will usually be done by email, on the website ([www.picnicinthepark2020.com](http://www.picnicinthepark2020.com)) and the Facebook Event page (<https://www.facebook.com/events/603575280468639/>)

21. To the extent permitted by law, VEE Agency will not provide any refunds if any scheduled or promoted artists are unable to perform for reasons outside VEE Agency's control. VEE Agency has the right to add, withdraw, reschedule or substitute support artists and/or vary advertised programs, times, prices, venues, seating arrangements, staging and audience capacity without notice to you. The line-up may be subject to change at the discretion of VEE Agency.

### Refunds

22. No refunds or exchanges will be allowed except to the extent otherwise required by law

23. Amongst other things you will need to comply with health and safety rules and any security requirements. VEE Agency will have rights to refuse admission or eject you in certain circumstances and these are likely to include if you are involved with abusive,



## **Terms and Conditions**

threatening, drunken or other anti-social behaviour, or carry offensive weapons or illegal or prohibited substances or make unauthorised audio, video or photographic recordings.

24. Before you finalise your booking, please read all the information that applies to the event and/or ticket. If you or any member of your party has particular requirements please raise these when booking and we will make best efforts to address your query. There can be no guarantee that requirements can be met if notified at the event.
25. When you receive your tickets check the details carefully. When attending the event, carry proof of age if appropriate.

## **General**

28. The purchase by you of tickets and these terms and conditions (and any contractual or non-contractual matters arising in relation to these terms and conditions) are governed by the laws of Victoria, Australia and any disputes arising out of any transaction between you and VEE Agency are subject to the exclusive jurisdiction of competent courts of that jurisdiction.

## **Contact**

Please contact the Picnic in the Park event organisers on [hello@picnicinthepark2020.com](mailto:hello@picnicinthepark2020.com) for further questions and details on accessibility at this event.