

# Terms and Conditions

## Company Information

ABN 96 167 493 886

Website: [www.abbeymuseum.com.au](http://www.abbeymuseum.com.au)

Tickets issued by the Abbey Museum of Art and Archaeology are subject to the following conditions:

These Terms and Conditions may be varied at any time. Any variations become effective on the day immediately after their publication on the website and apply to any purchases made after that date.

These Terms and Conditions are governed by the laws of Queensland, Australia.

Once confirmed, your ticket and any transaction fee will not be refunded or exchanged, except as provided for in these Terms and Conditions, in the LPA Code or as required by law (including the Australian Consumer Law).

Separate bookings will not be seated together as all seating is allocated at time of booking.

## 1. TICKETING

1.1 Tickets are only valid if they are purchased through our event on Eventbrite “Abbey Medieval Banquet 2022” hosted by Abbey Museum of Art and Archaeology or through the Abbey Museum office. Tickets not purchased through an authorised point of sale entry will be refused.

1.2 Prior to purchasing a ticket through the Eventbrite website, you may be required to register for a user account and to nominate an email address and password for your account. You must maintain the confidentiality and security of your user account (including your password) and not provide it to any other person.

1.3 Please treat your ticket as you would money or other valuables. Do not share your ticket barcode, it may prevent your entry if it is duplicated. Please keep your tickets handy either in the Eventbrite app or print them out and take them with you.

1.4 All ticket purchases are **non-transferable** and may not be resold, packaged or used for advertising, promotion or other commercial purposes (including competitions or trade promotions) or to enhance the demand for other goods and services, without prior written consent from the organiser. If a ticket is sold or used in breach of these conditions, the bearer of the ticket may be denied admission, or other action taken, without guarantee of a refund. Entry may also be denied if tickets are not purchased from an authorised point of sale.

## **2. ENTRY**

**2.1 Event hours are Saturday 20th August 2022 – 6.15 pm to 9.45 pm  
Doors open 5.45 pm.**

2.2 The promoter or their designee, reserves the right to deny admission to the Venue and the Banquet to any person holding a ticket that appears to have been tampered with, counterfeited, defaced or duplicated.

2.3 Entry may be refused if the ticket buyer does not obey all government regulations regarding the event.

2.4 Photo ID may be required for age and name verification.

2.5 Security will be stationed on site for the Abbey Medieval Banquet.

## **3. GENERAL**

3.1 The daily program for activities within the Abbey Medieval Banquet is provisional and subject to change as necessary without notice due to/or other operational reasons. The right is reserved to cancel, withdraw, postpone, relocate or reschedule activities and there is no guarantee of viewing any or all scheduled activities.

3.2 Our costumed staff/volunteers/re-enactors may exhibit medieval behaviours and prejudices.

3.3 Whilst at the Banquet, visitors are responsible for the security of their own property. Visitors are reminded not to leave bags or packages unattended at any time.

3.4 Images of the Banquet taken with a camera, mobile phone or other wireless device cannot be used for any purpose other than for private and domestic purposes, without prior written consent of the Committee and payment of any imposed fee. Images cannot be sold, licensed, published or otherwise commercially exploited.

3.5 Making or distributing of broadcasts, commentary or news reports by any means in any format or media including any such commentary made by mobile phone or other wireless device is not permitted without prior written consent of the Committee.

3.6 Entering the site to make political statements or unauthorised protests will result in you being removed from the venue and being referred to the Qld Police Service.

3.7 Visitors consent to being photographed, filmed and recorded as visitors to the Banquet and consent to the use of any such film, image or recording at the discretion of The Committee.

3.8 We reserve the right to add, withdraw, reschedule or substitute artists and/or vary advertised programs, prices, venues, seating arrangements and audience capacity.

#### **4. RESTRICTED AND PROHIBITED ITEMS**

4.1 For the comfort and safety of visitors, staff and volunteers the following items are not permitted to be brought into the Banquet;

4.1.1 Alcohol;

4.1.2 Animals (except service animals, such as certified assistance dogs & police dogs);

4.1.3 Any item that could be used as a weapon or a replica weapon (unless by an authorised re-enactor or persons authorised in writing);

4.1.4 Dangerous goods or any other item prohibited by legislation;

4.1.5 Illegal substances;

4.1.6 Glass.

4.2 The Abbey Medieval Banquet is a non-smoking venue. Visitors are only permitted to smoke in designated areas as outlined by event staff.

4.3 Adults must not leave dependent children unattended. All persons under 16 years old must be accompanied by an adult at all times.

#### **5. ALCOHOL**

5.1 The Banquet (including all parts of the venue, including parking areas) is conducted in accordance with an appropriate Liquor Permit. Persons seeking entry to the Banquet are advised that:

5.1.1 They are entering a licensed area;

5.1.2 Alcoholic beverages must not be taken into or from the Banquet;

5.1.3 Checking procedures will apply to prevent persons possessing liquor from entering;

5.1.4 Intoxicated persons will not be permitted to enter;

5.1.5 Intoxicated persons will be removed from the Banquet;

5.1.6 All patrons wishing to consume alcohol must have a photographic ID;

5.1.7 It is an offence for minors to purchase or consume alcohol;

- 5.1.8 It is an offence to sell to or supply minors with alcohol;
- 5.1.9 Liquor is only to be consumed in the permit areas;
- 5.1.10 Persons supplying alcohol to minors will be reported to police;
- 5.2 Penalties apply under the Liquor Act and Regulations.

## **6. PUBLIC SAFETY WARNING**

- 6.1 Visitors may experience some aspects of the Banquet that are potentially hazardous.
- 6.2 The Committee does not take responsibility for personal injury, loss or damage however caused, including any negligence (but not gross negligence), breach of duty, default or omission on the part of the Committee's staff, volunteers, contractors or agents.
- 6.3 You will be liable for any loss or damage caused at the Event by you or your invitees.
- 6.4 Appointed Officers of the Committee reserve the right, with reasonable cause, to refuse entry to any person or remove any person from the Banquet without any entitlement to a refund and in compliance with the Tort of Trespass, Council regulations and State and Commonwealth statutes.

## **7. PUBLIC HEALTH AND SAFETY**

### **PATRON HEALTH DECLARATION**

**All attendees of Abbey Medieval Banquet must commit to stopping the spread of COVID-19.**

7.1 The primary ticket purchaser agrees that they nor anyone in their group will attend the event if, at the time of the event, they are unwell or subject to a self-quarantine or self-isolation period.

This includes:

7.1.1 The ticket holder agrees that they or their group have not been diagnosed with COVID-19 in the last 7 days.

7.1.2 The ticket holder additionally declares that they have not travelled to any region that has been considered a hotspot within the last 7 days.

## **8. GENERAL COVID SAFE REQUIREMENTS**

8.1 Patrons are required to follow the instructions of the venue's security and safety personnel as well as follow current Qld Health Public Health Orders.

8.2 Utilise the hand sanitiser stations throughout the venue

8.3 Remember that together we can help stop the spread of COVID.

## 9. CUSTOMER SERVICE STATEMENT

9.1 If for any reason we are unable to process your order, please contact us and we will notify you within 2 business days to begin the resolution process.

## 10. CUSTOMER SERVICE POLICY

10.1 The Abbey Medieval Banquet is committed to providing exceptional customer service and quality events and opportunities. We endeavour to make sure that all events and opportunities listed on our website are up to date and pricing is true and correct. If we are unable to process your booking request, we will notify you within 2 business days to arrange an alternative processing option.

## 11. REFUND POLICY

11.1 Please choose carefully. We do not give refunds if you simply change your mind, make a purchasing error or make a wrong decision.

Tickets are final and non-refundable and non-transferable as stated at time of booking.

No refunds will be made if you choose not to attend due to inclement weather.

11.2 **No refund or exchange will be given on any ticket except** in case of cancellation of the Event as a response to a Queensland Health Directive.

11.3 If the event is unable to proceed on the advertised date or location by Government order, the Abbey Medieval Banquet committee reserves the right to reschedule the Event and offer a credit or exchange to the rescheduled date or offer a refund request window of 28 days. In the event of the cancellation in advance of the event, we will provide a refund.

11.4 There will be no refund on any unused portion of tickets if you or your invitees are asked or forced to leave or if you decide not to attend any part of the Event.

11.5 The Abbey Medieval Banquet will provide a refund or exchange where you advise the Abbey Medieval Banquet prior to the commencement of the event and provide a doctor's certificate stating Covid-19 as the reason for absence. Covid refunds are only provided with medical certificate or confirmation of registered positive Rapid Antigen test from Queensland Health or Positive PCR test result.

**If you cancel less than 48 hours before the start of the event, you will only be entitled to a 50% refund due to catering costs.**

The Abbey Medieval Banquet will also provide a refund or exchange where you advise the Abbey Medieval Banquet and provide a **doctor's certificate**, before the event if you or any other members of your booking party:

11.5.1 If you are required to isolate or quarantine under laws aimed at reducing the spread of COVID-19 (and the event falls within the isolation/quarantine period);

11.5.2 are diagnosed as having COVID-19;

11.5.3 exhibit symptoms of COVID-19 (e.g. fever, chills or sweats, cough, sore throat, shortness of breath, runny nose or loss of sense of smell) ('COVID Symptoms');

11.5.4 have been tested (PCR) for COVID-19 and are awaiting the results (and the event falls within the period of awaiting test results);

11.6 In order to be eligible for a refund, or part thereof, notice must be provided to the following email no later than 4:00 pm on the day of the event – [ticketsupport@abbeytournament.com](mailto:ticketsupport@abbeytournament.com)

11.7 In the event a refund is provided, we will provide a refund less an amount to cover the cost of ticketing

11.8 Refunds will be processed via the Eventbrite platform within 10 Business days from the date of the event.

## 12. **PRIVACY POLICY**

12.1 We have recently updated our privacy policy to comply with the May 31st 2018 GDPR deadline and the following will explain how your data is protected

12.2 The Abbey Medieval Banquet complies with these above requirements, which have succeeded the Privacy Act 1988 (Commonwealth) and the guidelines developed by the Australian Privacy Commissioner

12.3 The Abbey Medieval Banquet is dedicated to keeping your details private. Any information, we collect in relation to you, is kept strictly secured. Information about individuals may be collected by the website or from written material provided to the Abbey Medieval Banquet such as by completion of a request form at the Abbey Museum of Art and Archaeology. We will only record your email address if you send us a message or complete the form at the Museum reception desk. It will only be used for the purpose for which you have provided it and will not be added to a mailing list unless you have provided it to us for that purpose. We will not use your email address for any other purpose and will not disclose it without your consent

12.4 We do not pass on/sell/swap any of your personal details with anyone. We use this information to identify your orders, provide you with our newsletters (if applicable) and to

personalise your event experience with us. The Abbey Medieval Banquet uses cookies to allow you to login to your account, maintain a shopping cart and to purchase items in your shopping cart. Cookies sent to your computer from the Abbey Medieval Banquet only last while you are browsing our website. We do not store persistent cookies on your computer.

12.5 Tickets bought on the Eventbrite platform will be subject to the [Eventbrite Privacy Policy](#)

12.6 Whenever you use our web site, or any other web site, the computer on which the web pages are stored (the Web server) needs to know the network address of your computer so that it can send the requested web pages to your Internet browser. The unique network address of your computer is called its "IP address," and is sent automatically each time you access any Internet site. From a computer's IP address, it is possible to determine the general geographic location of that computer, but otherwise it is anonymous.

12.7 We do not keep a record of the IP addresses from which users access our site except where you have specifically provided us with information about yourself, in which case we also record your IP address for security purposes. An example of this would be when proceeding to a checkout to finalise an order you may wish to make. After completing the form provided, your IP address will be stored along with a transaction number that allows us to track your order.

12.8 The Abbey Museum collects name, address and email address information about friends and users of the Museum and people who have attended Museum functions or who have visited our online sites and networks. Private information collected by the Abbey Museum of Art and Archaeology is used to keep you informed of events and functions at the museum, to acknowledge receipt of donations, to provide tickets to functions or answer inquiries

12.9 If you choose not to provide the information requested, we may not be able to accommodate your request for tickets or information

12.10 Any personal information (except postcodes or country of departure) communicated to The Committee by the purchaser is also collected for the purposes of assisting with contact tracing. Further, The Committee may also use such personal information for direct marketing purposes in its promotion of the Festival, the Abbey Museum or associated entities and related products. Where such use is made the purchaser will be given prior opportunity to 'opt out' of receiving further direct marketing material.

12.11 You may access the personal information the Abbey Museum holds on you by contacting [office@abbeymuseum.asn.au](mailto:office@abbeymuseum.asn.au)

12.12 You may unsubscribe at any time by clicking the unsubscribe button included on our eMarketing correspondence or by emailing your unsubscribe request to [office@abbeymuseum.asn.au](mailto:office@abbeymuseum.asn.au)

The Abbey Museum will only send you material which you have indicated you are interested in receiving.

Contact the Abbey Museum at:

Email: [office@abbeymuseum.asn.au](mailto:office@abbeymuseum.asn.au)

Telephone: (07) 5495 1652

Mail or in person: 1 – 63 The Abbey Place, Caboolture.

### **Security Policy**

When purchasing from the Abbey Medieval Festival your financial details are passed through a secure server using the latest 256-bit SSL (secure sockets layer) encryption technology. The 256-bit SSL encryption is approximated to take at least one trillion years to break, and is the industry standard. If you have any questions regarding our security policy, please contact our customer support centre [office@abbeymuseum.asn.au](mailto:office@abbeymuseum.asn.au).