

Easy English – Conditions of Entry and Ticketing Terms

Footscray Community Arts (FCA) wants everyone to feel safe and enjoy their time at our venue. This includes visitors, artists, staff, contractors, and guests.

We also want to make ticket bookings clear and fair.

1. Entering the Venue (Conditions of Entry)

These rules can change anytime without notice.

- You enter the venue at your own risk.
- FCA is not responsible if you get hurt or lose something.
- Staff may ask you to leave if your behaviour is unsafe or upsetting to others.
- You must follow staff instructions and signs at the venue.

Respectful Behaviour

Everyone must behave with kindness and respect.

When you visit, you must:

- Be respectful to staff and other people.
- Not be rude, aggressive, violent, or bullying.
- Not harass or discriminate against anyone.
- Make sure your actions don't stop others from enjoying the venue or stop staff from working.

FCA Can Refuse Entry If You:

- Break these rules or don't follow ticket conditions.
- Ignore staff instructions or signs.
- Refuse to follow safety or public health rules.

- Don't have a valid ticket.
 - Are violent, dangerous, or behave badly.
 - Are drunk or high and could cause harm.
 - Damage property on purpose or by accident.
 - Smoke, vape or drink alcohol in non-allowed areas.
 - Have dangerous items.
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Photos and Videos

- You might not be allowed to take photos or videos. If this is the case, there will be signs.
 - FCA can ask you to delete photos or videos taken without permission.
 - FCA may take photos or videos at events. By entering, you agree FCA can use your image in media or promotions.
 - Security cameras are used. You may be filmed.
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Feedback or Complaints

You can share feedback or complaints by:

- Email: reception@footscrayarts.com
 - Phone: (03) 9362 8888
 - Visit or write to: 45 Moreland Street, Footscray VIC 3011
 - Website: footscrayarts.com/contact-us
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2. Tickets and Booking Rules

When you buy a ticket (even a free one), you agree to these rules.

Ticket Booking

- You must pay in full before your booking is confirmed.
- Donations are non-refundable, but you'll get a receipt.

- Tickets can't be refunded or changed unless the rules below say so.
- Extra fees may apply and will be shown before you pay.

General Rules

- These ticket rules follow the Live Performance Australia Code (LPA Code).
- Your ticket may come with extra rules, especially for timed sessions or third-party events.

Changes to These Rules

- FCA may change these rules at any time. The updated rules will be on the FCA website.
 - By booking, you agree to the rules at the time of your purchase.
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Buying Tickets

- Only buy tickets from FCA or authorised sellers.
 - If you buy from someone else, your ticket may not work.
 - If the event is cancelled, you will get a refund (but not for donations).
 - Tickets can't be copied or sold for more money unless FCA agrees.
 - Tickets can't be used for advertising or competitions.
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Digital Tickets

- Tickets will be sent by email or available on your phone.
 - You can show the digital ticket or print it out.
 - Don't buy tickets from unofficial sellers.
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Prices and Fees

- All prices are in Australian dollars and include GST if needed.
- Prices can change but will always be fair.
- Booking fees apply and will be shown before you pay.

- If there's a mistake in the price, FCA can cancel the ticket and offer you a correct one.
 - If you use a Concession Card to get a cheaper ticket, you may need to show the card. If not, the ticket can be cancelled.
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Privacy

- FCA follows the **Privacy Act 1988** to protect your information.
 - You may need to create an account when booking online. Keep your password safe.
 - You are responsible for your account. Tell FCA if someone else uses it without your permission.
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Lost or Stolen Tickets

- FCA may charge a fee to replace lost or damaged tickets. You may need to show ID.
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Companion Card

- FCA accepts Companion Cards.
 - You get one free ticket for your support person when you buy a ticket.
 - The cardholder must attend the event.
 - To book, email reception@footscrayarts.com.
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Event Changes

- Events can change without notice (e.g. performers may be swapped).
 - FCA will let you know if possible.
 - FCA will tell you if an event has strong content, strobe lights, or nudity.
 - FCA may also let you know if seats have restricted views.
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Refunds and Exchanges

You may get a refund if:

- The event is cancelled or moved (based on the LPA Code or Australian law).
- The venue is changed significantly.

You will **not** get a refund if:

- You didn't like the event.
- You couldn't attend (even if sick).
- You arrived late.
- You were refused entry for breaking venue rules.
- An understudy performed instead of the main artist.
- You lost your ticket.

Refunds:

- Are given to the original buyer using the same payment method.
- Only include the ticket price and service fees. Donations are not refunded.
- Don't include your travel, parking, food or other costs. You may want travel insurance.

Children at Events

- Kids under 2 are usually free but must sit on an adult's lap.
 - Some events may require a ticket for kids under 2 – this will be stated on the event page.
 - Anyone disrupting the event may be asked to leave.
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