

Queensland Ballet Academy

Terms and Conditions of Sale | COVID SAFE

Please note: Due to COVID-19, additional Terms and Conditions of Sale now apply to all bookings.

Please read the following terms and conditions, which are in addition to **Queensland Ballet's Terms of Service**, prior to purchasing your tickets.

Purchasing tickets

To purchase tickets, you must have a Queensland Ballet online account created and maintained with current contact details including full name, mobile number, email address and residential address.

- No paper tickets or Print@Home Tickets will be issued at the time of purchase.
- No tickets will be mailed or held for collection at the venue.
- If seating allocation is selected at the time of purchase (Reserved Seating), you agree that some changes in seating allocations may be required for the purposes of maintaining social distancing requirements in line with the current guidelines, and in understanding of possible changes in legislation as a result of these uncertain times.
- If, at the time of purchase, tickets are sold as General Admission, seating will be allocated by venue staff based on the size of the group, time of booking and venue configuration, to allow compliance with current social distancing requirements.

Patron contact information

It is a condition of entry that all patrons, invited guests and visitors supply their full name, phone number, email address OR residential address for the purposes of contact tracing.

You can provide this information in the following two ways:

1. Pre-event check-in

- When you purchase your ticket/s you can provide all of your attending guests' details before the payment process.
- On the night of your event, a staff member will greet you and your guests at the entrance of the building.
- If you and your guests have registered in advance when you purchased tickets, simply provide your name at the main entrance and following confirmation from our staff, you will be directed into the venue.

2. Check-in on the night

If you do not supply your guests' contact details in advance when purchasing your ticket/s, that's ok! It might take a little longer, but you can still check in at the venue. Follow the instructions provided by our staff.

What happens to my private information?

Queensland Government Emergency Directions require us to keep contact information about all patrons and staff including your name, email or residential address and mobile phone number. This is to protect your health and safety, and others in our community.

The contact details, along with seating allocations, will be kept at the venue for a minimum of 56 days from the day of the performance.

Please be aware that this personal information you provide to us for booking or other purposes may be used for contact tracing if required by health authorities.

We will not disclose this information to anyone other than health authorities if they request this information, or unless you have otherwise agreed. The information will be stored securely and disposed of securely when no longer required.

Conditions of entry

- When purchasing tickets, patrons agree to provide their contact details, including mobile phone number, email or residential address; and the contact phone number and residential address of accompanying ticket holders.
- These contact details, along with seating allocations, will be kept at the venue for 56 days from the day of the performance.
- Patrons acknowledge the venue may be required by law to provide contact information to public health officers on request.
- The Venue will not share this contact information with any third party other than the relevant health authority and will not use the information for promotional purposes.
- Patrons must not attend if they have COVID-19 related symptoms, have been in close contact with a person who is COVID-19 positive, have travelled overseas or to a COVID-19 hotspot in the past 14 days or are COVID-19 positive.
- Patrons must not attend if they are required to self-isolate and the event falls within the isolation period.
- Patrons agree to abide by all social distancing and health protocols.

- Patrons agree to follow the instructions of venue staff at all times.
- If patrons do not comply with protocols or authorised requests when on the venue premises they may be asked to leave immediately without refund or further recourse.

Disclaimer: Patrons acknowledge that while the Venue has taken all reasonable health and safety precautions to keep the audience, staff and performers safe, patrons enter the venue at their own risk without recourse to claim against the venue regarding health outcomes.

At the performance

- Approximately 30 minutes prior to event start time, we will open doors to the Academy.
- Follow the provided instructions whilst entering and exiting the Venue.
- Disperse quickly, do not mingle.
- Physical distancing must be maintained – it's the individual's responsibility.
- Hand sanitiser will be available.
- Please **do not attend** if you are sick or have been overseas in the previous fortnight.
- Please **do not attend** if you are required to self-isolate and the event falls within the isolation period.
- You may be asked health screening questions on arrival to the Venue.
- You must agree to abide by all social distancing and health protocols.
- You must also agree to follow the instructions of Venue staff at all times.
- If you are unwell, or have a high temperature (we have devices that can check this), you will not be able to attend the event but don't worry, a full refund will be provided.
- If you become unwell at the venue, please immediately seek assistance from one of the Queensland Ballet Staff located throughout the venue.
- We encourage everyone to download the [COVID Safe App](#).
- If you do not cooperate or follow the provided instructions, you will be asked to leave immediately without refund or further recourse.
- Call Queensland Health on 134 COVID (13 42 68) if you suspect an infection.

We acknowledge these are challenging and uncertain times, and some of these conditions might be a bit confronting. Please remember our aim is to keep you safe and to ensure you have an enjoyable experience.

Refunds

Refunds are available for anyone who is required to self-isolate or quarantine (and the event falls within the isolation/quarantine period) due to:

- Being a confirmed case of COVID-19; or
- Having close contact with a confirmed case of COVID-19; or
- Living in or having been in a high-risk area within Australia; or
- Having returned from overseas.
- Has COVID-19 symptoms.
- Has been tested for COVID-19 and is awaiting test results (and the event falls within the period of awaiting test results).

We will consider discretionary refunds for people who:

- Is unwell and does not attend an event (other than due to COVID-19 illness or symptoms); or
- Attends the performance and subsequently leaves part way through due to feeling unwell.
- Has purchased tickets, and is healthy, but someone else from their party meets the self-isolation or quarantine criteria

Refunds will not be available if:

- A ticket holder is well and does not wish to attend an event due to fears of exposure to COVID-19; or
- A ticket holder is from a group at a higher risk of COVID-19; or
- A ticket holder is denied entry into the event for reasons which were disclosed to the ticket holder in the ticket terms and conditions at the time of sale. For example, these reasons may include (but not be limited to) non-compliance with mandatory mask wearing or unwillingness to provide personal contact information when requested.

Please contact QBticketing@queenslandballet.com.au and we will be able to help you with any refunds.

Call Queensland Health on 134 COVID (13 42 68) if you suspect an infection.