

Katoomba RSL Events Centre:

Terms & Conditions of Sale

Please read these terms and conditions of sale before purchasing tickets to any live show or performance. By purchasing tickets, you agree to be bound by the terms and conditions stated below. Katoomba RSL may vary these terms and conditions at any time.

Club Cashier Purchases

- J Tickets can be purchased in person from the Katoomba RSL Cashier (Gaming Room) between 10am – 11pm Monday to Sunday.
- J Once paid in full, tickets will be issued immediately. Tickets must be taken with you to the show and will be scanned upon entry. Entry may be refused if tickets are damaged in any way so that the ticket cannot be scanned or identified.

Online Purchases (Non-member Sales)

- J To purchase tickets online, visit katoombarsl.com.au. You will see the complete listing of upcoming shows on the 'What's On' page, then follow the links.
- J All online payments must be made with a credit card or debit card and service fees will apply. The service fee will be clearly displayed at checkout.
- J You must provide your name, address, phone number and email address (for Live Shows, if applicable) to complete the transaction.
- J Your 'electronic print at home ticket/s' will be sent to your nominated email address.
- J Tickets must be presented when entering *The Events Centre*. This can be a printed ticket or electronic version.

Phone Purchases (Member OR Non-member Sales)

- J Tickets to shows can be purchased over the phone using a credit card or debit card and service fees will apply. The service fee will be clearly read out at the time of checkout.
- J Phone sales are only available between 10am – 5pm Monday to Friday.
- J If you are a Member of Katoomba RSL Club, you will need to have your Membership number ready and be able to verify your identity with us.

Wheelchair Access

- J The Events Centre has been designed to allow for full wheelchair access. If you have any questions regarding accessibility, please discuss them with the manager on duty.

Companion Cards

-) Some of our shows allow Companion card holders. Please check with Cashier Staff or email enquiries@katoombarsl.com.au prior to purchasing tickets to ascertain that the show you wish to attend accepts the Companion cards. Companion card holder will need to present their card upon entry with the ticket holder to gain entry. A Companion card cannot be used for online purchases.

Show Cancellation/Fee Change

-) In the event of a show cancellation, patrons who have purchased tickets will be notified by email and/or phone using the contact details provided at the time of purchase. This will be done to the best ability of Katoomba RSL staff, considering circumstances, timeliness and information available.
-) Katoomba RSL reserves the right to change a fee, reschedule or substitute artists and/or vary advertised programs, prices, venues, seating arrangements and audience capacity at any time.

Refunds and Exchanges

-) There are strictly no refunds, resells, exchanges or cancellations once payment is finalised and the booking is complete – except as required by law.
-) The Presenter may add, withdraw or substitute artists (including the opening act/s) or vary advertised programs, performance times, venue, seating arrangements or audience capacity. Tickets will not be exchanged or refunded as a result of these changes, except as provided for in the LPA Code or as required by law (including the Australian Consumer Law).
-) Before authorising payment review ticket, event and details carefully.
-) If an event is cancelled or rescheduled, Katoomba RSL will attempt to notify ticket holders of the cancellation or rescheduling. To the extent permitted by law (including the Australian Consumer Law), neither Katoomba RSL nor the Presenter are liable to refund to you any amount beyond the face value of the ticket plus any transaction fee.
-) Under exceptional circumstances, a Katoomba RSL entertainment credit may be issued as compensation upon a written request addressed to below. Each request will be assessed on a case by case basis.

Via Email at: enquiries@katoombarsl.com.au

Or via Post at:

Marketing Department
Katoomba RSL
PO Box 820, Katoomba
NSW, 2780

Support Acts (Live Shows)

- J Support act may sometimes tour with headlining performers.
- J Support acts are subject to change or cancellation at any time without notice.
- J Ticket holders will not be entitled to a refund if a support act is changed or cancelled.
- J Support act names are not always available at time of purchase.

Children's Events and Minors

- J Admission and attendance at events and shows designed for children may be subject to additional conditions of sale and entry.
- J All persons under 18 must be accompanied by an adult whilst at the Venue. This includes in all bar areas and dining rooms where alcohol is served. Proof of age may be required by the Venue.
- J Babies under 18 months do not generally require a ticket if they are able to be held or sat on your lap. Children over 18 months are required to purchase a ticket. Please note that some producers have different rules and it is always a good idea to check on the specific show.

Merchandise

- J Merchandise will not be refunded or exchanged, unless required by law (including the Australian Consumer Law).

Reserved/Unreserved Seating (Live Shows)

- J Depending on the style of the show and artist preference, some shows offer "Theatre Seating" or "Standing Room Only". All shows are General Admission unless stated otherwise. It is recommended that you arrive early when doors open to get your desired seat. Some shows may include a dancefloor.

General Terms and Conditions

- J Katoomba RSL policies apply when attending any show or event. The right of admission is reserved by Katoomba RSL.
- J Video or professional cameras or sound recorders may not be used in the show room, without the consent of Katoomba RSL.
- J Neither Katoomba RSL nor its employees shall be liable for any loss or damage goods sustained within *The Events Centre*.
- J For safety and as a courtesy to other ticketholders, furniture cannot be moved. Any patron not in compliance is subject to ejection.
- J Calling out loud or spruiking in relation to any entertainment or engagement shall not be permitted inside or outside the building.

- J By law, smoking in all areas of Katoomba RSL is prohibited. You may smoke in the allocated outdoor smoking area; however, you must retain your ticket for admittance back into *The Events Centre*.
- J Katoomba RSL does not allow animals or pets with the exception of service animals such as guide dogs.
- J Katoomba RSL Ltd is subject to the provisions of the Privacy Amendment Act (Enhancing Protection) 2012, which amends the Privacy Act 1988. The personal information provided by you will be used to process your transaction. A copy of the complete Privacy Policy can be accessed at katoombar.sl.com.au. You have the right to access and correct any of your personal information that the Club holds on you. The Club does not disclose your personal information to any other organisation or person unless there is a legal requirement to do so. The Club may disclose your information to third parties that provide services under contract to the Club for reasons of database management or software development. This will be done under strict agreements and supervision, ensuring that your personal information is confidential and secure. Your personal information may be used for marketing purposes to improve our services and to provide you with the latest information about those services and any promotions.