

## INTRODUCTION

Girls School is an initiative of ARTRAGE Inc. ARTRAGE is a not for profit registered charity and is the incorporated body that enforces the following Terms and Conditions.

All terms and conditions relate solely to Girls School Programs held from 6 May 2021 through to 31 October 2021.

ARTRAGE may vary these Terms and Conditions at any time. Any variations become effective on posting. By making a purchase after the Terms and Conditions have been varied, you agree to be bound by the variation.

Please read these Terms and Conditions carefully before confirming your purchase. By making a purchase you agree to the following Terms and Conditions. Please read these Terms and Conditions in conjunction with our [Privacy Policy](#).

ARTRAGE Terms and Conditions are in accordance with the LPA Ticketing Code of Practice. A copy of the code can be found [here](#).

Failure to comply with these terms and conditions, does not qualify the ticket holder to a refund of any sort.

### Contact Details for Girls School

By post: Artrage, 89 Melbourne St, Northbridge WA 6003

Phone: 61 8 9227 6288

Email: [hello@girlsschool.com.au](mailto:hello@girlsschool.com.au)

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

ABN: 90 649 491 963

## PAYMENT OPTIONS

Girls School is a cashless venue.

Girls School accepts the following payment options for online transactions:

- Visa
- Mastercard

We do not accept AMEX or Diners Club Cards.

For purchases made through the website, your credit card statement will show “ARTRAGE NORTHBRIDGE” when your payment is pending and “Fringe World Northbridge” when your payment is confirmed.

The Girls School Box Office is cashless and tickets into Girls School can only be purchased via debit/credit card or gift voucher. Cash cannot be used for purchases at the Box Office, Candy Bar, Bar or at the Girls School food vendor.

## **BOOKING FEES**

Ticket purchase payments are inclusive of booking fees. Any booking fees will be included on the booking confirmation.

## **GST**

All items that include GST are marked with an \*.

## **GIFT VOUCHERS**

Girls School Gift Vouchers will not be available for purchase for Girls School events, however Rooftop Movies Gift Vouchers purchased from 1 October 2020 will be valid for redemption on Girls School Cinema tickets.

The following terms and conditions apply to all Rooftop Movies Gift Vouchers redeemed at Girls School;

- Rooftop Movies Gift Vouchers were initially valid from the date of issue to the expiry time at AWST 18:00 on Saturday 27 March 2021. Balances remaining on Gift Vouchers after this expiry time were extended to cover redemption at Girls School until expiry on 31 October 2021.
- Rooftop Movies Gift Voucher denominations are in Australian Dollars.
- Rooftop Movies Gift Vouchers are not redeemable for cash either in whole or part of the voucher value.
- Rooftop Movies Gift Vouchers are valid for Girls School event ticket purchases only. Any externally ticketed events at Girls School will not be valid for ticket purchase with a Rooftop Movies Gift Voucher.
- Terms and Conditions for Girls School tickets apply to all purchases made using Rooftop Movies Gift Vouchers.
- Prior to the expiry time, Rooftop Movies Gift Vouchers can be redeemed online at [girlsschool.com.au](http://girlsschool.com.au). Purchases are subject to relevant fees

associated with Rooftop Movies purchases and as per these Terms and Conditions.

- Rooftop Movies Gift Vouchers can be used as part payment for Girls School tickets. The outstanding difference between the Gift Voucher value and purchase amount must be paid at the time of booking with a valid credit/debit card or another Rooftop Movies Gift Voucher.
- Where the total value of a Gift Voucher is not redeemed in one transaction, remaining funds will be carried over and may be used toward another purchase prior to the Gift Voucher expiry time.
- Girls School does not accept any responsibility for lost or stolen Rooftop Movies Gift Vouchers. However, gift vouchers may be reissued upon supply of the recipients email and voucher number.
- Rooftop Movies Gift Vouchers cannot be redeemed for food or drink at Girls School.

## **TICKET PURCHASES**

All ticket prices and other charges are subject to change without notice. All ticket prices are in Australian dollars. Items marked with an asterisk (\*) include GST. If an error in ticket pricing occurs, ARTRAGE may cancel and refund your ticket sold at the incorrect price.

EFTPOS purchases of tickets can be made in person at Girls School Box Office unless ticket allocation is exhausted for the chosen session. In the event that a session is sold out on arrival, Girls School is not liable for any costs incurred to the customer by travelling to Girls School.

On completion of booking via [girlsschool.com.au](http://girlsschool.com.au), ticket buyers will receive an order confirmation email. This is also a tax invoice. Ticket purchasers must bring their order confirmation to the venue as proof of purchase – either as a printed copy or downloaded on to a mobile device. Purchasers will need to ensure that they supply a current, working email address to receive these emails. No additional tickets will be sent after the confirmation email.

ARTRAGE reserves the right to add, withdraw, reschedule or substitute events and / or vary advertised programs, prices, venues, seating arrangements and audience capacity.

Any special, marathon or double screening events will have fixed pricing. This pricing cannot be discounted if a customer chooses to only see one of the films in a marathon or double feature screening.

## **DISCOUNTED TICKETS**

ARTRAGE reserves the right to offer discounted or promotional tickets. Not all discounted tickets will be available for all sessions or at all times. Only one valid discount can be applied per transaction. Purchases made at a higher price cannot be changed for the discounted price under any circumstances.

Where discounts are applicable, relevant, and valid identification must be presented on arrival at the venue.

Where a promotional code is required for discounted tickets, this must be applied at the time of purchase. No refunds will be provided for incorrectly applied promotional codes.

The same ticket cancellation policy for standard ticket purchases applies to discounted or promotional tickets.

## **TICKET RESALE**

Tickets may not, without prior written consent from ARTRAGE be resold, offered as a prize or used for advertising or other promotional use.

ARTRAGE does not advise or condone the resale or purchase of tickets through social media platforms. ARTRAGE will not be held liable in the event an unofficial ticket is purchased through an unauthorised ticketing outlet. ARTRAGE has the right to cancel any tickets that have been re-sold or unofficially distributed at their discretion without refund.

Use of tickets in a manner which breaches any of these terms and conditions may lead to the ticket being cancelled without refund.

## **REFUNDS AND EXCHANGES**

- Without limiting your statutory rights under Australian Consumer Law, there is no right of refund or exchange on tickets.
- Before purchasing tickets, carefully review the event/session/price details. Incorrect selection of tickets does not entitle the purchaser to a refund or exchange.
- A change in personal circumstances or a change of mind does not entitle the ticket holder to a refund or exchange on a ticket.
- Dislike or dissatisfaction of an event does not entitle the purchaser to a refund or exchange.
- Before purchasing tickets, carefully review the entry requirements. A failure to meet the entry requirements does not entitle the ticket holder to a refund or exchange on tickets. This includes, but is not limited to, minors attending Girls School without a parent or legal guardian, or failure to present a valid ID upon entry.
- ARTRAGE reserves the right not to refund purchase for lost or stolen tickets.

- ARTRAGE reserves the right not to offer a refund where a valid receipt is not presented.
- ARTRAGE reserves the right to refuse admission to, or eject, any person whose conduct is deemed to be disorderly, who uses vulgar or abusive language, or who otherwise fails to comply with ARTRAGE's Terms and Conditions. Please refer to the Conditions of Entry. Should entry be declined, ARTRAGE will not provide a refund for the purchase.
- Late arrival to an event may result in non-admittance. In limited circumstances late arrivals may be permitted when there is a suitable break in the performance. Should entry be declined or delayed, ARTRAGE will not provide a refund or exchange.
- Please refer to our Cancellation Policy below for refund information in relation to cancelled sessions.

## **CANCELLATION POLICY**

The decision to cancel an event is at the sole discretion of ARTRAGE.

If an event or session is cancelled no obligation is assumed by ARTRAGE for arranging a substitute event.

In the event of a cancellation, ARTRAGE will provide a refund of the ticket price paid to the ticket purchaser to the value of the initial transaction.

In the event of a cancellation, ARTRAGE will undertake reasonable measures to notify ticket holders of the cancellation as soon as possible. ARTRAGE collects your personal information in case of an event cancellation or change. If you fail to supply sufficient, correct and appropriate contact information, ARTRAGE is not responsible for failure to notify you. If you did not supply your contact details when making the purchase, you will need to get in touch with us via [hello@girlsschool.com.au](mailto:hello@girlsschool.com.au) to receive a refund.

ARTRAGE does not accept liability for any missed communications regarding cancelled events.

If you paid by Gift Voucher, your refund will be returned to a credit note voucher to the value of your original purchase. Credit note vouchers will be received by email and can be used to purchase tickets for any other available session in the season. Credit note vouchers are valid until the listed expiry date and will not be eligible for future seasons or for refunds. Credit note vouchers cannot be redeemed for anything other than Girls School Cinema Tickets.

In the event of a cancellation that is outside ARTRAGE's control, including but not limited to a response to Covid-19, it is at ARTRAGE's discretion whether a refund or credit voucher is offered to ticket holders.

## COVID-19

You should not attend your session if you;

- Have tested positive for COVID-19 or are waiting on COVID-19 test results
- You are required to self-isolate or quarantine
- You have COVID-19 symptoms

If any of the above apply, you are responsible for contacting Girls School as soon as possible by calling (08) 9227 6288 or emailing [hello@girlsschool.com.au](mailto:hello@girlsschool.com.au) to notify us prior to the session of the above circumstances.

If we receive your email or phone call **at least 8 hours before the session start time**, we will aim to issue you with a credit note which can be redeemed to book for another session or event before 31 October 2021. If the ticket price of the alternative session is a higher value, you will need to pay the difference in price. No refunds will be issued if you are unable to use this credit note. If you contact us after 8 hours before the session start time, we will be unable to process a refund or exchange. You can choose to gift your tickets onto someone else to attend if you are unable to attend. You will need to forward your order confirmation e-ticket email for their entry into the event.

A refund including a refund to credit note will not be issued based on the following circumstances:

- the ticket holder is well and does not wish to attend an event due to fears of exposure to COVID-19; or
- the ticket holder is unwell and does not attend an event (other than due to COVID-19 illness or symptoms); or
- the ticket holder is from a group at a higher risk of COVID-19; or
- the ticket holder attends the session and subsequently leaves part way through due to feeling unwell

## CANCELLATION DUE TO COVID-19

### Tickets

If Girls School is cancelled at the discretion of ARTRAGE or due to government directive as a result of COVID-19, ARTRAGE will contact the original ticket purchaser via email as soon as possible. A refund will be issued to the ticket holder, which will be received direct to the card that the ticket purchase was made with. The refund will be processed within 30 business days after the cancellation occurs.

If the original payment method was a gift voucher or credit note, another voucher will be issued. Gift vouchers and credit vouchers cannot be refunded to cash.

## Venue Capacity Changes

If an event requires a reduction in capacity to ensure a safe event or by government directive, refunds and exchanges will be processed in reverse order based on transaction date.

ARTRAGE may increase the capacity (within government guidelines) or alter seating plans for events without notice.

## Contact Details

If required for COVID-19 contact tracing, your contact details will be passed onto the WA State Government.

## FRINGE FUND DONATIONS

A donation towards the Fringe Fund can be added to your cart when buying tickets on Girls School website. This donation goes to the Fringe Fund to help artists shine through a range of support, development and presentation opportunities. This donation is optional. Donations over \$2 are tax deductible.

Fringe Fund is an initiative of the Not-For-Profit cultural organisation and registered charity Artrage Inc. which produces the annual Fringe World Festival, Rooftop Movies and Girls School Cinema.

Launched in 2016, the Fringe Fund is one of the many initiatives managed by Artrage and the Fringe World Festival that have the future aspirations and success of artists at their heart

To find out more about the Fringe Fund visit <https://www.fringefund.org/>.

## STANDARD CONDITIONS OF ENTRY

### SafeWA App

As per government instruction, Girls School is required to maintain a mandatory contact register of patrons attending. Girls School will be using the **SafeWA App**, a free easy-to-use app that can be used to scan QR codes for fast and simple contact registration. All patrons to Girls School are asked to download the SafeWA app prior to your arrival.

Data will be stored securely by the WA Government for 28 days and only be made available by authorised Department of Health contact tracing personnel should COVID-19 tracing be needed.

Registration via the SafeWA app will be required for all guests 16 years and older for

each separate visit. If you don't have a smartphone, ask a Girls School staff member or security officer at the entry on how to manually register your details.

- Admittance to the event will be at the discretion of ARTRAGE management. ARTRAGE venue staff or security may refuse entry or evict a ticket holder, without refund, if they refuse to comply with government policies at the time of attending (including but not limited to wearing masks).
- ARTRAGE reserves the right to, without refund, refuse admission to, or eject, any person whose conduct is deemed to be disorderly, who uses vulgar or abusive language, or who otherwise fails to comply with ARTRAGE's Terms and Conditions, or behaves in a manner that would place ARTRAGE in breach of its Liquor License.
- Girls School is a licensed venue and BYO alcohol is not permitted. Patrons must show valid photo ID to gain entry, as determined by the Government of Western Australia's Department of Local Government, Sport and Cultural Industries policy regarding Proof of Age to gain entry. Further information is available from the [DLGSC website](#). Patrons under the age of 18 will only be admitted when accompanied by a parent or legal guardian.
- A film's classification takes precedence over Girls School Cinema standard entry requirements for minors, even when accompanied by a parent or legal guardian e.g. a patron under 15 will not be admitted to an R rated screening, even when accompanied by an adult.
- ARTRAGE is not obligated to refund a ticket to a patron who is underage or forgot to bring valid photo identification and was henceforth not admitted into the venue.
- It is condition of entry to events that a search of person and / or their possessions may be required at the time of the entry to the venue.
- No alcohol, drugs, weapons, glass containers, specified prohibited items or lasers may be taken into the venue.
- No audio or video recorders (including mobile phones) may be used without prior written permission of ARTRAGE. A breach of this condition may lead to the confiscation of all equipment and removal of the patron from the venue.
- Please respect the cinema's patrons and silence mobile phones during events.
- ARTRAGE reserves the right to video, photograph, broadcast or telecast an event.
- ARTRAGE reserves the right to video and make records of the venue using CCTV technology. No copies of CCTV footage will be created for entertainment, personal or commercial use. Only police may leave the venue with copies of CCTV footage. Recording and viewing of recorded CCTV footage is undertaken by ARTRAGE for the purposes of security and safety only.
- By purchasing a ticket, you grant permission to ARTRAGE to utilize your image, likeness, actions and statements in any live or recorded audio, video, or photographic display made of, or at, the event in any medium or context without further authorization or compensation.



- To the extent permitted by law, ARTRAGE shall not have any liability to you beyond the face value of the ticket purchased plus the relevant per ticket booking fee.
- ARTRAGE shall not be liable for any loss of enjoyment or wasted expenditure. Personal arrangement including travel, parking, sustenance and accommodation relating to the event that have been arranged by you are at your own risk.
- ARTRAGE takes no responsibility for loss or damage to personal property. Parking within the Girls School carpark is at your own risk.
- Patrons must not damage nor remove any property belonging to Girls School Cinema.
- Seating provided at Girls School Cinema is beanbag seating. For those who request it in advance, patrons who will sit in beanbags with difficulty and/or discomfort may bring in alternative seating. The approval of the use of this seating will be at the discretion of the Venue Supervisor and will only be approved if it does not pose a danger to those in the building or obstruct the view of the screen. ARTRAGE is not responsible for providing multiple options of seating in addition to the beanbag seating.

## **SPECIAL EVENTS**

Complimentary passes may not be redeemed for special events and screenings such as Marathon and Double Feature screenings.

Refund and discounts will not be given to any patrons only wishing to see less than the scheduled films in a Marathon event.

## **INJURY AT EVENTS**

To the extent permitted by law, ARTRAGE disclaims all liability for any injuries caused at events. Although reasonable measures are taken by ARTRAGE to protect audience members, injury can occur. If injured or distressed, immediately ask a Girls School Cinema staff for assistance or contact emergency services.

By purchasing a ticket, you acknowledge and accept these Terms and Conditions in your personal capacity and on behalf of any accompanying minor.

## **LAW AND JURISDICTION**

The provisions of these Terms and Conditions are governed by the laws of Western Australia.

If you require further assistance, please email [hello@girlsschool.com.au](mailto:hello@girlsschool.com.au).