

Event ticket sales terms and conditions

Terms of Use Tickets purchased through Redland City Council (Council) are considered to be final transactions so please make selections with care.

Ticketing fees

Once confirmed, ticket sales are final. No refunds, exchanges or cancellations are available except as required by law.

Ticket Refunds

Refunds will only be provided in accordance with the [LPA Consumer Ticketing Code of Practice](#).

No refund is available for Major Raffle Tickets.

Ticket Exchanges

Ticket exchange policies vary per event. Please contact Council for details pertaining to the event you have selected.

For events in which exchange is authorised, the exchange can only take place between the same event type.

All ticket exchanges when available must be carried out in person at the event location a minimum of 5 days prior to the scheduled event. An administrative fee applies.

Should a ticket be exchanged to an event of higher value, the attendee will be liable for the administrative fee plus the difference in price.

Children

Everyone attending the event, including children, must hold a valid ticket for that event

Accessible Seating

If you have specific seating needs, please contact Council prior to the ticket purchase.

Lost/Stolen Tickets

Please report lost or stolen tickets to Council as soon as possible. Duplicate tickets will only be issued the day prior to the event.

Change of Artist

The right is reserved to vary advertised programs and to add, withdraw or substitute artists, speakers and entertainment programs as necessary.

Privacy Statement

Council is committed to helping you protect your privacy. The information provided by you is intended for the sole purpose of enhancing customer interactions with Council and in the provision of information and e-services to you.

Security of Your Personal Information

Council is committed to helping protect the security of the personal information you provide. Personal information we collect is stored in password-controlled servers with limited access, and we use various technologies and procedures to help protect this information from loss or misuse, and from unauthorised access, disclosure, alteration, or destruction, including Secure Socket Layer (SSL) 128-bit encrypted connection methods. We do not store credit card details nor process these transactions on the Council website. All credit card transactions are processed securely by third party vendors.

Email Correspondence

We will only use your email details to contact you in the case of an event cancellation or a change of venue, and for Council's marketing or research purposes where you have specifically agreed for us to do so. Email sent to and from this site will be treated as a public record and will be retained as required by the Libraries and Archives Act 1988 and other relevant regulations. Email messages may be monitored by our website support staff for system troubleshooting and maintenance purposes.

Other matters specific to Council's handling of personal information online are set out below.

Use of Your Personal Information

Your name and contact details will not be added to a marketing list, nor will we disclose these details to third parties without your consent, unless required by law. If you opt-in to receive Council's e-News, you are giving us permission to send you information about upcoming events and other products and services.

As a Council ticketing client, your details may be retained and used for the following purposes:

- contacting attendees in the case of an event cancellation
- notifying changes of event details
- replacement of lost tickets
- distribution of tickets to obtain transaction authorisation and ensure lawful use of credit cards
- to market upcoming events
- to market web services
- to make recommendations to attendees about other services that Council offers that may be of interest
- for such further and other lawful uses in connection with Council activities consistent with this

Data Access & Correction

Under the Privacy Act, you have a right to seek access to any information that Council holds about you. You also have the right to ask us to change or correct information about you, which is inaccurate, incomplete or out of date. If you wish to access the personal information that we hold about you, please set out your request in writing, including your phone number, email address, and forward this to:

The Service Manager
Communication, Engagement and Tourism
PO Box 21
Cleveland. QLD 4163
Australia

Email: events@redland.qld.gov.au

Disclaimer

The materials presented on this website are distributed by Council as an information source only. The information is provided solely on the basis that readers will be responsible for making their own assessment of the matters discussed herein and are advised to verify all relevant statements and information.

Copyright

All information, files (whether text, code, image (include moving images) graphic or sound in any machine or human readable format) and other Material obtained or able to be viewed by accessing this, or any part of this Website ("Website Materials") is subject to copyright. Unless expressly provided otherwise, all Web site Material is the property of Redland City Council.

Ticket Terms and Conditions of Sale

1. The right of admission is reserved by Council.
2. The right is reserved to vary, substitute or withdraw advertised program artist, venue and seating arrangements as necessary.
3. Tickets are only valid when purchased through an authorised agent. Entry may be refused if tickets are invalid, damaged or defaced in any way. In the event that a duplicate copy of a ticket appears, the Council officers reserve the right to request proof of identity and proof of purchase. Unauthorised duplicate ticket holders will be refused entry to the event.
4. Tickets must not be resold or offered for resale at a price higher than the price printed on the ticket. If a ticket is sold or used in contravention of this condition, the ticket may be seized or cancelled without refund or exchange and the bearer of the ticket may be denied admission.
5. If Council reasonably forms the view that a ticket has been purchased with a stolen card; or has been sold in violation of clauses 3 and 4; or has been otherwise purchased or acquired fraudulently, Council may cancel the ticket without refund.
6. Tickets can only be exchanged, returned or refunded in accordance with the LPA Code of Practice for the Ticketing of Live Entertainment in Australia.
7. Audio and video recording devices may not be permitted into the event.
8. Attendees who disrupt the event, who are in use or possession of a prohibited object, or fail to produce concession ID as appropriate may be asked to leave the event without refund of ticket purchase.
9. Attendees will adhere to all and any event rules and regulations.
10. Ticket holders enter the event at their own risk.

Ticket Resale Market

Live Performance Australia has developed Guides to better educate consumers about where to buy authorised tickets and the risks of buying from the resale market.

[LPA - Safe Tix Guide - Tips for buying tickets safely and securely](#)

[LPA Consumer Guide - Buying and selling tickets in the Ticket Resale Market](#)

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