

# ARTLANDS 2021

## TICKETING TERMS AND CONDITIONS

1-3 September 2021

*The "Event" refers to **Artlands 2021** held between 1<sup>st</sup>-3rd September 2021.*

*A "Delegate" is any person who has purchased a registration for any in-person or digital event associated with Artlands 2021*

*An "Attendee" is any person, delegate, student, media representative, speaker, producer, presenter, sponsor or exhibitor who is present at Artlands 2021.*

### REGISTRATION

Registration includes access to the sessions included in the ticket/registration selected and paid for. Regional Arts Australia reserves the right to decline session entry to anyone who is not registered, or who is deemed to have accessed the digital Event content improperly. It is the responsibility of registrants to ensure they have purchased the correct registration for their needs. Any changes to registrations are subject to the cancellation/revision conditions below. Registration is not considered complete until full payment is received by Regional Arts Australia. Delegates may not be admitted to the event or access the platform until such payment is confirmed.

### HOW TO REGISTER

#### LAUNCESTON IN-PERSON AND DIGITAL EVENT

Tickets for the Launceston in-person event and the digital event can be booked online via the [registrations page](#).

#### REGIONAL HUBS

Tickets for the Regional hub events at Toowoomba, Karratha, Alice Springs or South Australia are made directly with the venues. Venue booking pages can be accessed via our [Regional Hubs page](#) once tickets are on sale.

#### COLLECTION OF DELEGATE INFORMATION

As part of the Artlands 2021 COVID Safe Plan, all delegates are required to provide their name, phone number and email address when booking tickets. This additional data will be stored securely and will only be shared with Health Authorities if COVID-19 contact tracing is required.

## PURCHASE ORDERS

If your organisation requires a purchase order number or invoice to be generated prior to making payment, please contact [registrations@regionalarts.com.au](mailto:registrations@regionalarts.com.au) to make your booking.

## ACCESS

Artlands can accommodate any access requirements. Delegates who select “Yes” in response to the question “Do you have any particular access requirements” during the booking process will be contacted by an Artlands staff member to ascertain their needs prior to the Event. For more information about accessibility of particular venues, please contact [registrations@regionalarts.com.au](mailto:registrations@regionalarts.com.au)

## CARERS

Delegates requiring the support of a carer are entitled to one complimentary carer ticket. To book a registration with a carer ticket, please contact [registrations@regionalarts.com.au](mailto:registrations@regionalarts.com.au)

## TICKET PRICES

Ticket prices listed are inclusive of all ticketing fees and charges.

Regional Arts Australia reserves the right to change pricing, at any time and without notice.

## CONCESSION TICKETS

The following are eligible for concession tickets:

- Healthcare card holders
- Pensioner Concession Card holders
- Full Time Students
- MEAA Members
- Artlands 2021 Presenters
- Independent Artists

Proof of concession eligibility may be required upon entry to the venue.

## LOST TICKETS

Lost tickets can be reissued by contacting [registrations@regionalarts.com.au](mailto:registrations@regionalarts.com.au).

Proof of purchase must be provided before a lost ticket can be reissued.

## COLLECTING TICKETS

All tickets are available to print at home. You will be required to print your ticket and bring it to the event with you. Please ensure the barcode is printed clearly to expedite entry.

## ACCESSING THE DIGITAL EVENT

Delegates registered for the digital event must create a profile on the Artlands 2021 website prior to the commencement of the event. Information on how to set up your profile and access the online content will be sent via email to the email address provided in your event registration one week before the event.

No responsibility is held for the attendee's inability to connect with the online content.

Assistance with accessing the online platform is available by emailing [registrations@regionalarts.com.au](mailto:registrations@regionalarts.com.au)

## TICKET INCLUSIONS

### IN-PERSON LAUNCESTON EVENT

#### Full conference tickets (Full/Concession)

- Access to all sessions in the 3-day conference program at the in-person Launceston Event (note some sessions have capacity limits. Please see the seating and capacity section for more information).
- Morning tea, lunch and afternoon tea catering
- Entry to Junction Arts Festival's signature 10<sup>th</sup> anniversary festival including:
  - Entry to the Opening Night (Sunset Ceremony, Muster and Party)
  - Nightly entry to Club Barbezat
  - *Songs for Our Planet* at the Princess Theatre
  - *Nightlight* walking tour

The full Artlands and Junction programs will be announced on 2<sup>nd</sup> July 2021. Tickets to other Junction Arts Festival events must be purchased separately via the Junction website: [www.junctionartsfestival.com.au](http://www.junctionartsfestival.com.au)

#### Day tickets (Full/Concession)

- Access to all sessions on the date of the day ticket at the in-person Launceston Event (note some sessions have capacity limits. Please see the seating and capacity section for more information).
- Morning tea, lunch and afternoon tea catering

Tickets to Junction Arts Festival events are not included in day tickets and must be purchased separately via the Junction website: [www.junctionartsfestival.com.au](http://www.junctionartsfestival.com.au)

### DIGITAL EVENT

#### All tickets (Full/Concession)

- Access to all live-streamed sessions in the 3-day conference program via the Online Platform.

Note that not all sessions will be live streamed. Regional Arts Australia reserves the right to change the events to be livestreamed at any time.

A digital ticket is limited to one viewer per ticket. Additional viewers must purchase an additional ticket.

### REGIONAL HUB EVENTS

Inclusions for Regional Hub events vary. Information and tickets for regional hub events are available directly from the individual venues.

## TICKETS TO JUNCTION EVENTS

In-person Launceston delegates will be provided with a unique code to book their own tickets to the Junction Arts Festival events included in their registration via the Junction website ([www.junctionartsfestival.com.au](http://www.junctionartsfestival.com.au)).

Delegates are responsible for booking their own tickets to Junction events by the cut-off date, Tuesday 24 August. After the cut-off date, any unbooked tickets will be released to general sale and Regional Arts Australia cannot guarantee ticket availability for any Junction event after this date. Regional Arts Australia shall not be liable for any and all damages, costs or losses incurred as a result of delegates failing to book Junction tickets by the cut-off date.

## SEATING AND CAPACITY

### SESSION CAPACITY

Please note that some sessions will have a limited capacity. Delegates will be able to pre-register for individual sessions after they have signed in at the registration desk on the first day of the conference. Delegates who do not register for individual sessions may be denied entry to the session.

### SEATING

All seating is General Admission. Delegates must abide by any direction given by Regional Arts Australia or the venue in regards to seating arrangements, including directions to sit in a specific seat or specific area.

### FOYER AREAS

All foyer areas are subject to restrictions on the number of people allowed in the space at any one time. As such, delegates may be instructed to wait before entering certain areas or be asked to move through, or leave a certain area. Delegates must abide by instructions given by the Artlands team and venue staff at all times.

## ADMISSION

Those attendees who are not registered for the entire event may not attend beyond the sessions which they are registered for. Regional Arts Australia reserves the right to deny admission to any event/session to any person who is deemed a threat to other attendees or to proceedings, is not authorised to log-in to the Event or has not made payment in full. Regional Arts Australia also reserves the right to deny entry to any person who is non-compliant with COVID-19 measures required by the venue, Regional Australia or the Tasmanian Government as advised on the Regional Arts Australia website, at the venue or by Regional Arts Australia or venue staff.

## EVENT SCHEDULE

The event schedule, speakers, presentations, sessions and activities are correct at the time of publishing; however, Regional Arts Australia reserves the right to alter such without notice and is not responsible for any loss or damage incurred as a result.

## CANCELLATIONS

Tickets are non-refundable except in the circumstances detailed below:

### CANCELLATION DUE TO GOVERNMENT DIRECTED CLOSURES OR RESTRICTIONS

In the event of the cancellation of the in-person Event, or a delegates' inability to attend the in-person Event in Launceston due to the direct impact of Government action, delegates will be able to either:

- a) Transfer their registration to a digital ticket, with any surplus refunded or;
- b) Receive a full refund of their ticket

### CANCELLATION BY REGIONAL ARTS AUSTRALIA FOR ANY OTHER REASON

In the situation where the in-person component is cancelled, delegates will have the option to:

- a) Transfer their registration to a digital ticket, with any surplus refunded or;
- b) Receive a full refund of their ticket

If the entire event, including the digital event is cancelled, all delegates will receive a full refund as per the Live Performance Australia Ticketing Code of Practice.

### CANCELLATION BY DELEGATE

#### Transfer of registration

Registrations can be transferred to another delegate prior to the commencement of the event. Requests to transfer a registration must be made in writing to [registrations@regionalarts.com.au](mailto:registrations@regionalarts.com.au) at least five business days before the start of the event.

#### Cancellation due to illness

Delegates who have purchased an in-person registration but are feeling unwell are requested NOT to attend. If a delegate is unable to attend due to illness they may:

- a) Transfer their ticket to another delegate by making a request in writing to [registrations@regionalarts.com.au](mailto:registrations@regionalarts.com.au) before the start of the Event
- b) Transfer to a digital ticket, with any surplus refunded

#### Delegates required to isolate or quarantine

Delegates who are required by law to isolate or quarantine may :

- a) Transfer their ticket to another delegate by making a request in writing to [registrations@regionalarts.com.au](mailto:registrations@regionalarts.com.au) before the start of the Event
- b) Transfer to a digital ticket, with any surplus refunded

#### Cancellation due to a positive COVID-19 test

Delegates who are required to cancel due to a positive COVID-19 diagnosis may:

- a) Transfer their ticket to another delegate by making a request in writing to [registrations@regionalarts.com.au](mailto:registrations@regionalarts.com.au) before the start of the Event
- b) Transfer to a digital ticket, with any surplus refunded
- c) Receive a full refund of their registration on request and on receipt of confirmation of the COVID-19 diagnosis in writing from a suitably credentialed body.

The Live Performance Australia Ticketing Code of Practice will be applied to all other cancellation requests. Requests can be sent to [registrations@regionalarts.com.au](mailto:registrations@regionalarts.com.au). ***If you are no longer able to attend, please contact us to discuss your options.***

If the Event cannot be held or is postponed due to circumstances beyond the control of Regional Arts Australia, or you are unable to attend, Regional Arts Australia shall not be liable for any and all damages, costs or losses incurred.

## TICKET RESALE

Tickets purchased through unauthorised resellers such as Ticketmaster Resale, eBay, Viagogo and similar organisations may be fraudulent and entry to the venue is not guaranteed.

## RECORDING, PHOTOGRAPHY & SOCIAL MEDIA

No professional photography or videography is permitted at any time during the event without media credentials which must be obtained from Regional Arts Australia.

Photography and videography for social media purposes such as Facebook, Instagram and Twitter are encouraged provided that performance material is not shared in full and the artist or speaker is referenced. Photography policies from individual artists or organisations may vary from Regional Arts Australia's policy. Delegates are encouraged to 'like' posts, tag the event and organisation and share images through social media channels.

Professional photographs, audio and video may be captured throughout event proceedings. All attendees hereby grant Regional Arts Australia permission to use any photos in which they may appear. Should you wish to not have your image published you must notify the organisers prior to commencement of the event.

## PRIVACY

Delegate registration and contact information is collected and used in accordance with Regional Arts Australia's own [privacy policy](#).

## STAYING COVID SAFE

Artlands 2021 will be delivered under COVID plans following strict guidelines set by the Tasmanian Government. We will provide any necessary updates via website, social media, and/or direct communication with registered attendees and delegates.

Artlands will keep a register of contact details for all attendees to assist with contact tracing in the event of an outbreak. You may be refused entry if you do not provide this information. The data will not be used for any other purpose.

All attendees will also be required to check in to the venue each day using the Tasmanian Government “Check In Tas” app.

Attendees must abide by all directions given by Regional Arts Australia and venue staff in relation to COVID safe practices. Failure to abide by directions given may result in attendees being removed from the venue.

More information on the Artlands 2021 COVID safe plan is available on the [Artlands website](#).

## JUNCTION ARTS FESTIVAL BOOKING SYSTEM TERMS AND CONDITIONS

Artlands 2021 uses the Junction Arts Festival ticket booking platform for the In-Person and Digital registrations. All tickets booked via this platform are also subject to the Junction Arts Festival website terms and conditions. Junction terms and conditions can be viewed on the [Junction Arts Festival website](#).

## CHANGES

Regional Arts Australia reserves the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material we will try to provide at least 30 days notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please stop using the Service.

## ENTIRE AGREEMENT

Subject to any amendments the event registration forms, and terms and conditions listed here constitute the entire agreement between Regional Arts Australia and its delegates. This entire agreement supersedes all prior discussions, negotiations and agreements in relation to the event.

## CONTACT

If you have questions about these terms and conditions, please contact [registrations@regionalarts.com.au](mailto:registrations@regionalarts.com.au)