

TERMS AND CONDITIONS

Artists/Presenters FEASTiX Terms and Conditions:

- By registering your event with Feast you are agreeing to ticket through FEASTiX. FEASTiX is linked to www.feast.org.au where patrons will be able to buy online, over the phone and in person at the Feast office or Feast Hub Box Office.
- This service for Feast registered events is available for a minimal inside charge fee of only \$3.00 per ticket – no matter the price of the ticket sold (*although Feast suggests that if you intend to sell tickets at \$5.00 or less that you sell at the DOOR only*). Every complimentary ticket is subject to a 50c inside service charge. NOTE: this is an improvement of between \$1.80 and \$2.50 **per ticket** compared to 2009.
- Tickets sold at \$5.00 or more must pre sell through FEASTiX unless pre negotiated prior to Festival guide print deadline.
- When budgeting for your event ensure that you are budgeting with a net ticket price. (ie: Tickets sold in FEASTiX for \$15 each means that minus the \$3 inside charge (as stated above) means the net ticket value is \$12 per ticket sold)
- Feast would like to establish an understanding with patrons that it will cost them LESS to PRE PURCHASE tickets than it will to buy on the DOOR. They will receive NO BOOKING FEES when buying FEASTiX. PRE PURCHASE means buying tickets by any means prior to 4.30pm on the day of the event; with exception of weekend matinees which is prior to 11.30am on the day of the event. The DOOR means buying tickets at the DOOR of the relevant venue after 4.30pm (or when relevant venue DOOR/Box Office opens) on the day of the event; with exception of weekend matinees which is after 11.30am on the day of the event.
- Tickets will not be posted to patrons meanings that if you are in a non Feast managed venue it will be the responsibility of the presenters to ensure that pre purchased tickets are collected from the Feast office or Feast Hub Box Office at **5pm daily**, with exception of weekend matinees when tickets should be collected at **Midday** on the day of the event. Sales Reports will be provided with pre purchased tickets. Ticket sales can be checked by calling the Feast Office on 8463 0684 daily within 3 days of the event date or by logging onto FAR (this is the preferred method)
- Feast strongly suggests that you plan special ticket offers (in accordance with suggested Feast ticketing guidelines - Opening Night Special, Tight arse Tuesday or 2-4-1) in advance of tickets going on sale and may NOT be able accommodate last minute ticket price changes/specials.
- By registering with Feast you agree to allow Feast to allocate six complimentary tickets to the Opening Night/s of your event/s AND that any accredited members of the media with an official Feast media pass can access an available complimentary ticket/access to any of your sessions.
- By registering with Feast you agree to allow Feast as an inclusive festival, to provide a complimentary ticket to the holder of a Companion Card on purchase of a FULL PRICE ticket only to any festival performance.
- By registering with Feast you agree to the official Feast Artist / Volunteer Pass holder ticket sale rate of 50% off the FULL PRICE, on the DOOR only (if seats are available – Maximum of 2 tickets per pass holder/per show). This price will be set by Feast Staff at 50% off the full price rate that you provide in FARS and will not be available on FEASTiX.

ADDITIONAL FARS TERMS AND CONDITIONS NOT INCLUDED ABOVE:

- By registering with Feast you accept that it is your responsibility to inform APRA (Australasian Performing Right Association) of any music you use. To ensure that you meet the APRA requirements please visit www.apra-amcos.com.au or call APRA Adelaide on +61 8 82392222
- The minimum level of PUBLIC LIABILITY (20 Million) insurance cover is ABSOLUTELY NECESSARY. If a current certificate or other arrangements are not made by Registration Closing date - COB FRIDAY July 9, 2010 your event will NOT be included in the Feast Guide.
- You will receive a final proof of your guide entry by email (Friday August 6, 2010 approx); if we do not hear from you by 12pm on Monday August 9, 2010 it will be assumed as approval and beyond this time the Feast Festival is no longer responsible for errors printed in the Guide.
- When expressing interest in Feast opportunities and events, please be aware that selection in FARS does NOT guarantee you will be selected for those, if any opportunities and events.

- Feast reserves the right to crop, edit or replace images, at our discretion. By submitting these images you agree that you OWN the copyright OR have permission to use the image; you acknowledge the image maybe used in Queer, Street and Mainstream press; you indemnify FEAST against any legal action arising from the use of these images.
- By registering with Feast you agree to include the Feast logo on your marketing materials. This can be downloaded from the ARTIST TOOLBOX in FARS or www.feast.org.au

GENERAL PUBLIC FEASTIX TERMS AND CONDITIONS

FEASTiX tickets are sold subject to the following terms and conditions:

- This ticket is sold through FEASTiX on behalf of the organisation or artist responsible for providing the event and is subject to the conditions applicable to that event or for the venue where the event is held. Some venues have no alcohol or non-smoking conditions. Refer to conditions of entry at venue.
- There is no right of refund or exchange on tickets.
- The right is reserved by the event organiser to add, withdraw or substitute artists or vary advertised events, ticket prices, audience capacity or seating arrangements as necessary.
- FEASTiX reserves the right not to replace tickets where seating is not allocated (general admission). When allocated seating tickets (reserved seating) are lost or stolen the Customer must be able to produce proof of their original purchase. Admittance to the event will be at the discretion of Feast Management. Replacement of lost tickets is subject to approval from the Presenter of the event in question.
- All prices are subject to change without notice.
- If an event is cancelled no obligation is assumed by Feast - Adelaide Gay and Lesbian Cultural Festival Inc. for arranging a substitute event. If the event organiser permits refunds, any service fees charged at the time of purchase are non refundable and refunds for tickets purchased by credit card will be refunded to that credit card and tickets purchased by cash or cheque will be refunded by cheque.
- Proof of concession entitlement for Club Feast/other Benefits membership will be required at time of counter sales. The venue has the right to evict a Ticket Holder if they cannot provide proof of their concession entitlement.
- The Companion Card Offer is providing a complimentary ticket to the holder of a Companion Card on purchase of a FULL PRICE ticket only to any festival performance. This offer can only be purchased by phone or in person with Proof of entitlement.
- Tickets purchased will NOT be posted out when purchased online or by phone.
- Tickets purchased outside of the Feast Office or Hub Box Office will be sent to the venue of the event in question by 5pm on the day of the performance commencing. The tickets can only be collected by the original buyer and must have photographic ID and the credit card used in the transaction. If other arrangements need to be made please contact FEASTiX on 08 8463 0684.
- The venue's management reserves the right to refuse admission. Late arrival may result in non-admittance until there is a convenient break in the program, or if there is no convenient break, may result in non-admittance to the session entirely.
- Mobile phones and pagers must be switched off during all performances.
- No drugs, weapons, food, glass containers, specified prohibited items or lasers may be taken into venues.
- No audio or video recorders or cameras (including mobile phone cameras) may be taken into the venue or used without permission of the event organiser and venue management by prior arrangement. A breach of this condition may lead to the confiscation of all equipment and removal of the patron from the venue.
- The event organiser reserves the right to video, photograph, broadcast or telecast the event.
- Feast - Adelaide Gay and Lesbian Cultural Festival Inc. takes no responsibility for loss or damage to personal property.
- By purchasing tickets with FEASTiX you agree to receive more information regarding similar shows to that of the tickets of which you purchased. This information will not be shared by Feast - Adelaide Gay and Lesbian Cultural Festival Inc with other organisations for commercial purposes.
- Beware of forged or fraudulently acquired tickets. Buy tickets only at a Feast - Adelaide Gay and Lesbian Cultural Festival Inc. hub box office or outlet. If you buy a counterfeit or forged ticket, you may be liable for prosecution. Scalping of tickets is an offence. Please note tickets purchased from any other source (auctions etc.) may result in refusal of entry.
- FEASTiX collects your individual information in case of an event cancellation or change. If you fail to supply sufficient and appropriate contact information Feast - Adelaide Gay and Lesbian Cultural Festival Inc. or FEASTiX is not responsible for failure to contact you.

FEASTiX - BUYING MERCHANDISE

Payment Options

FEASTiX accepts the following cards for on-line transactions: Visa, Mastercard, and Bankcard.

Cash Purchases

Cash purchases may be made in person at the following locations from the following dates:

- From Merchandise Availability Date at the Feast Office located at Lions Arts Centre Courtyard, Corner North Terrace and Morphett St, Adelaide; between 9am – 4.30pm Monday to Friday.
- During Festival Time at the Feast Hub Box Office during opening hours.

Returns & Exchanges

At the Feast - Adelaide Gay and Lesbian Cultural Festival Inc, we want you to be pleased with your purchase. If you are not completely satisfied we are happy to advise the best way for you to return or exchange your purchase. Returns and exchanges are only accepted IF ITEM IS FAULTY, on presentation of your original / online receipt with the returned merchandise item(s) unworn and unwashed within 14 days of order date. Sorry we cannot process refunds or exchanges without your original FEASTiX receipt. Please note that Postage and Handling charges are not refundable. Returns and exchanges (if stock available) will only be accepted until 27 November, 2010 and will not be accepted after this date.

Returns & Exchanges are only valid for FEASTiX Merchandise Purchases and not Tickets.

Returns

To return an item of merchandise, please include the packaging slip that you received with your parcel and advise the reason of FAULT with the return. Merchandise must be returned within 14 days of order date - unworn and unwashed. We will credit your original method of payment, excluding delivery (unless goods are faulty or not as ordered). Postage and handling charges are not refundable and for exchanges additional postage and handling charges will be applied accordingly.

Exchanges

To exchange merchandise, please follow the same instructions as for refunds indicating your requirements, and include AUS \$6 (cheque, money order or credit card details - no cash by mail) for redelivery within Australia. If possible please include an alternative as we may have sold out of your first choice. For overseas exchanges cost will be at original freight charge. Refunds and exchanges are processed within 24 hours of receipt. Make sure your name, address, phone number and exchange instructions are clearly indicated. Comments would be appreciated.

Where to Refund or Exchange

You may present your merchandise for refund or exchange in person or by mail:

- In person: present your merchandise and your original or online receipt at the Feast Office located at Lions Arts Centre Courtyard, Corner North Terrace and Morphett St, Adelaide.
- By mail: send your returned merchandise, the original receipt and your details, explaining in writing the fault why you are seeking return or exchange, to Feast, PO Box 8183 Station Arcade, Adelaide SA 5000. Please use new shipping packaging. We recommend you insure the package.

If you need further assistance, please call +61 8 84630684.

Shipping information

Within Australia

Please allow up to 7 working days for delivery. Your merchandise will be sent via Australia Post Parcel Post. Postage and Handling charges will be included in your on-line transaction. Sorry no C.O.D. (Cash on Delivery)

International Destinations

Please allow up to 15 working days delivery time. Your merchandise will be sent via Australia Post International Parcel Post. Postage and Handling charges will be included in your online transaction. Sorry no C.O.D.

Duties for Overseas Customers including New Zealand

All prices (including the postage and handling fees) in FEASTiX are in Australian dollars and include the Australian GST. Please note that prices DO NOT include relevant overseas duties and other custom charges that you may incur.

**The Adelaide Lesbian and Gay Cultural Festival T/A the Feast Festival
PRIVACY POLICY**

We want you to always be aware of any information we collect, how we use it, and under what circumstances, if any, we disclose it.

Information collection and use

We respect each site visitor's right to personal privacy. To that end, we collect and use information throughout our website only as disclosed in this Privacy Policy. This statement applies solely to information collected on this website.

For each visitor to our website, our web server automatically recognises only the visitor's IP address and domain name, not any other information like your e-mail address.

The information we collect is:

- never shared with other organisations for commercial purposes.

This site may collect cookies.

You do not have to register to use www.feast.org.au

Registered users will be recognised in person only if they are logged in.

During registration you must give certain contact information, but we never sell or give away this information. It is only gathered to contact the user about www.feast.org.au. It is optional for the user to provide demographic information. Giving additional information helps provide a more personalised experience on our site, but is not required.

We require information from the user on our registration form. A user must provide contact information (such as name and email). If a purchase is made, possibly financial information (such as credit card number, expiration date) may be required. If we have trouble processing an order, we use the information to contact the user.

When we transfer and receive financial information, we redirect visitors to a secure server. We have appropriate security measures in place in our physical facilities to protect against the loss, misuse, or alteration of information that we have collected from you at our site.

We publish a newsletter but we never sell or share your information. You may elect to receive this newsletter and may opt out at any time.

We operate online surveys from time to time and we never sell or share our respondents' personal or contact information.

Notification of changes

If we decide to change our privacy policy, we will post those changes to:

- this privacy statement.
- our website
- other places we deem appropriate.

Conflict resolution

We are committed to resolving disputes within 72 hours.

If problems arise, users may contact us by:

- email
- phone
- post

Contact information

If site users have any questions or suggestions regarding our privacy policy, please contact us at –

| | | |
|---|---|--|
| Feast Festival Lions Art Centre Courtyard Crn Morphett St & North Terrace Adelaide SA 5000 | PO BOX 8183, Station Arcade Adelaide, SA 5000 | T: 08 8463 0684 F: 08 8231 8793 E: feast@feast.org.au W: www.feast.org.au |
|---|---|--|