

Thank you for your interest in participating in **Fraser Coast Flavours**. Before you proceed to purchase tickets, we recommend you read the following terms and conditions:

1. In this section, words like *'holder'*, *'bearer'*, and *'purchaser'* will refer to you – the person who will buy the tickets to **Fraser Coast Flavours**. The term ***'Fraser Coast Flavours'*** herein covers all tickets issued in connection to the event including paid sessions. On the other hand, *'our'*, *'us'*, *'we'*, *'issuer'*, *'provider'* and similar terms will indicate the organisers of **Fraser Coast Flavours – Fraser Coast Tourism & Events LTD**.
2. By opting to purchase, allocate or possess tickets to **Fraser Coast Flavours**, you automatically agree to our terms of use.
3. **Fraser Coast Flavours** reserves the right to make changes, revisions, and amendments, or add/remove sections from this set of terms and conditions – without any prior notifications to you. Such changes will be duly reflected on the website of the organiser **[www.frasercoastflavours.com.au](http://www.frasercoastflavours.com.au)**. These changes will relate back to the date of release for all **Fraser Coast Flavours** tickets.
4. The price of all tickets associated with **Fraser Coast Flavours** is non-negotiable.
5. The bearer has to assume full responsibility of the **Fraser Coast Flavours** tickets, once (s)he receives it. **Fraser Coast Tourism & Events LTD** has no liabilities – financial, legal, or otherwise – in case the delivered tickets are stolen, lost, damaged, destroyed or rendered unusable in any other way.
6. The sole authorised sources for purchasing **Fraser Coast Flavours** tickets are **[www.frasercoastflavours.com.au](http://www.frasercoastflavours.com.au)**, **[www.eventbrite.com](http://www.eventbrite.com)**, **Maryborough Visitor Information Centre & Hervey Bay Visitor Information Centre**. If you obtain your ticket(s) from any other unauthorised source, you take on the risks of those tickets turning out to be counterfeit or reported to be stolen. The issuer has the right to dishonour such stolen/counterfeit tickets and declare them as void.
7. The **Fraser Coast Flavours** tickets delivered to you are not meant to be used for illegal reselling, copying, reproducing, or misrepresenting in any form. You cannot use the ticket(s) for any promotional/advertising purposes either (*including sweepstakes and competitions*) without our prior approval. Any proven record of such activities will result in immediate seizure and cancellation of your ticket(s).
8. Please note that **Fraser Coast Flavours** tickets cannot be redeemed against cash, credits, or any other benefits.
9. **Fraser Coast Tourism & Events LTD** has the right to investigate if there has been any violation of the **Fraser Coast Flavours** ticketing terms and conditions. In case of any conflicts, the decision of **Fraser Coast Tourism & Events LTD** will be deemed final (*i.e., the issuer will remain the final arbiter in cases of disputes*).
10. The event service will be deemed to have been delivered in its entirety as soon as **Fraser Coast Flavours** starts on **02 September 2023 at 11:00am AEST**. From that point on, no refund requests will be entertained.

11. If **Fraser Coast Flavours** is cancelled in its entirety due to any unforeseen circumstances, **Fraser Coast Tourism & Events LTD** has the sole and absolute right to:
  - 11.1. reschedule the event, or
  - 11.2. issue a partial/full refund, or
  - 11.3. not issue any refunds.
12. Please note that the decision of the issuer in such cases will be deemed final and binding.
13. If **Fraser Coast Flavours** is cancelled due to any factors or causes not in the control of the issuer, the latter will offer a partial or full refund, or postpone the event, or provide a comparable '*make good*' option. These factors will be inclusive of, but not limited to, natural disasters, pandemic, federal/state announcements, strikes, delays in production, and the like. Once again, the decision of **Fraser Coast Tourism & Events LTD** will be considered final.
14. If **Fraser Coast Flavours** has to be rescheduled to other dates, you will not be eligible for any refunds. In case the event is fully cancelled, the refund, if issued, will include ONLY the face value/printed value of the ticket(s). The bearer cannot, under any circumstances, claim refunds on shipping fees, processing fees, handling fees, and such other charges.
15. **Fraser Coast Flavours** is a 'rain or shine' event. By purchasing the event tickets, you automatically confirm that you/the attendee(s) are of the '*minimum age*' or older, at the time of buying the ticket(s). The '*minimum age*' for attending varies for each ticket and is indicated in individual ticket descriptions.
16. At the time of entering the event venue, you may be required to produce the ticket and a valid identification document (ID).
17. By purchasing **Fraser Coast Flavours** tickets and presenting the same at the venue, you give your consent to **Fraser Coast Tourism & Events LTD and Fraser Coast Flavours partners UniSC (University of Sunshine Coast) and Kingfisher Bay Resort** to collect certain information about yourself (*name, address, phone, email*) for marketing and administration.
18. You hereby agree to forego all types of surcharge claims – full or in part – and all claims & entitlements related to it.
19. **Fraser Coast Tourism & Events LTD** does not take any responsibility to personal/financial damages caused to you at the venue, or for any items lost/stolen/misplaced at the venue. Financial reimbursement claims on these counts will not be entertained.
20. Entry is at your own risk. To the maximum extent permitted by law, the promoter, venue and artists accept no responsibility for loss, injury or damages caused to patrons or patrons property while attending the event.
21. In the event of emergency, you must follow all official directions given by event staff.
22. Under 18s must be accompanied by parent/guardian.
23. Do not enter if you are an active COVID-19 case

24. Disruptive or anti-social, intoxicated, or disorderly behaviour will not be tolerated, and offending patrons will be evicted from the venue.
25. The promoter reserves the right to cancel or reschedule the event if required, including but not limited to inclement weather, with notification to be issued via the Fraser Coast Events Facebook page.
26. You may be filmed or photographed at the event and footage/images may be used, replicated, or published by the promoter for promotional and other purposes. Please contact the event organiser if you have any concerns or if you wish to be exempt from this activity.
27. Please respect the neighbours and residents whilst entering and exiting the event; keep noise to a minimum; place rubbish in allocated bins; do not park vehicles in a manner that obstructs residential or emergency access.
28. All bags may be subject to search by security.
29. Smoking is not permitted inside event precinct.
30. Any patron found carrying illegal substances will be referred to the police.
31. Prohibited items may be confiscated and disposed of. Any person found to have prohibited items may also be:
  - a. Be refused entry; or
  - b. Be removed from site.
32. **Fraser Coast Flavours** and **Fraser Coast Tourism & Events LTD** follows a '*zero-tolerance policy*' towards any type of disruptive or anti-social behaviour. If you are found in possession of prohibited items at **Fraser Coast Flavours** and/or if you indulge in any objectionable action, your participation in the event will be terminated immediately. Your event ticket(s) will become void from that point on. Prohibited items include:
  - 32.1. Weapons of any kind
  - 32.2. Alcohol or illegal substances
  - 32.3. Fireworks, flares or sparklers
  - 32.4. Drone and/or other remote-controlled devices
  - 32.5. Megaphones, horns, trumpets, sirens, or any type of noise making device
  - 32.6. Laser pointers
  - 32.7. Unauthorized promotional materials
  - 32.8. Animals (excluding service animals)
  - 32.9. Any other item that **Fraser Coast Tourism & Events LTD** determine to be dangerous or capable of causing a public nuisance or jeopardise safety.

33. In all cases of disputes between the ticket-bearer and the ticket-issuer, the decision of the latter will be deemed final. In case a dispute cannot be resolved, the help of an independent third-party arbiter will be sought.