

TERMS AND CONDITIONS OF SALE & ENTRY

ALL AGES EVENT. VALID PHOTO ID REQUIRED TO PURCHASE AND/OR CONSUME ALCOHOL.

This ticket is sold or provided on the express condition that the holder (“Ticketholder”/“Patron”) is bound by the rules & conditions issued by Splendour in the Grass Pty Ltd (“the Organiser”). Ticketholders agree to be bound by the Terms and Conditions contained herein and on the Splendour in the Grass website and on display at the Venue.

This ticket permits the Ticketholder entry to the Splendour in the Grass 2021 festival (“Event”) at **North Byron Parklands (“the Venue”), Wooyung**. Ticketholders may enter the Venue from Wed 17 November 2021 (campers only), Thu 18 November through to Sun 21 November 2021 (inclusive). Event tickets do not permit entry to the Venue Campgrounds unless the Ticketholder also purchases a 2021 Camping ticket.

- **Event Operational Times:** Thu 18 November 9am-midnight (Non-campers must use public transport), Fri 19 November 9am until Mon 22 November 2am.
- **Day Car Park Operating Times:** Wed 17 November/Thu 18 November - Closed; Fri 19 November 10am until Mon 22 November 2am.
- **Single Day Ticketholder Times:** Fri 19 November 9am – Sat 20 November 2am, Sat 20 November 9am – Sun 21 November 2am, Sun 21 November 9am – Mon 22 November 2am.
- For the avoidance of doubt, single day Ticketholders are only permitted to enter the Event and the Venue on the date/s displayed on their single day ticket.

Camping tickets permit entry to the Event camping area at the Venue (“**Venue Campgrounds**”) only in combination with a valid Event ticket. The Venue Campgrounds operate from 10am Wed 17 November until 5pm Mon 22 November 2021. Camping Ticketholders will be permitted to enter the Venue Campgrounds between 10am – 10pm on Wed 17 November, 7am – 10pm Thu 18 and Fri 19 November, and from 8am – 8pm on Sat 20 and Sun 21 November 2021.

1. Ticketholders MUST show valid Photo ID at the Event entrance and Event Campground wrist-banding station bearing the same name and date of birth details as those printed on their Event and Camping tickets.
2. It is a condition of purchase that the Ticketholder consents to the Organiser collecting and retaining their personal information. The Organiser will hold your information as required by the *Privacy Act 1988* (Cth) and in accordance with the Organiser’s privacy policy, and will contact you in relation to ticketing matters and Event information.
3. No refunds will be provided on tickets except as required by law &/or as specified by the Live Performance Australia Ticketing Code of Practice. Incorrect purchases DO NOT qualify for a refund or exchange.
4. The Organiser reserves the right to enforce published ticket purchase limits and cancel any tickets obtained above said limits by any one customer.
5. If you are removed from the Venue or the Event and/or denied entry to the Venue or the Event, you will not be entitled to any ticket refund in part or in full and/or any compensation, unless required by law.
6. Ticket barcodes are unique to each Ticketholder. Do not share your ticket barcode with anyone else or you may be denied entry to the Event. The Organiser reserves the right to deny admission to the holder of any ticket that appears to have been tampered with, counterfeited or duplicated.
7. Upon entry to the Event/Venue or Venue Campgrounds, your ticket will be exchanged for a wristband that you MUST keep on for the duration of the Event. Lost, damaged or stolen wristbands will not be replaced.
8. Anyone entering the Venue, the Venue Campgrounds, or found onsite at the Event without a valid wristband, will be deemed to have trespassed, be removed from the Venue, and may be handed over to the Police. Maximum penalties apply.
9. Venue Entry:
 1. Ticketholders aged 15 years and under must be accompanied by a responsible parent and/or adult guardian holding a valid Event ticket when entering the Event and at all times whilst at the Event. We strongly recommend this adult guardian is aged 25 years or older.
 2. Ticketholders aged 15 years and under found not accompanied by a responsible parent and/or adult guardian holding a valid Event ticket will be denied entry into the Event and/or removed from the Venue.
 3. We strongly recommend that Ticketholders aged 16 and 17 years old are accompanied by a responsible parent and/or adult guardian aged 25 years or older.
 4. Persons aged 13 years and over must purchase a ticket to enter the Event. Those persons aged 12 years and under are admitted into the Event free of charge. For the avoidance of doubt, all persons aged 15 years and under must be accompanied by a responsible parent and/or adult guardian holding a valid Event ticket when entering the Event and at all times whilst at the Event.
10. All minors, their parent and/or adult guardian must abide by the Event’s Youth Policy as detailed at www.splendourinthegrass.com.
11. The Venue, including the entertainment areas, car parks and Venue Campgrounds are licensed. Patrons wishing to purchase and/or consume alcohol must be over 18 years of age and have valid photographic ID. Anyone found supplying or buying alcohol for a minor will be evicted from the Event and the Venue and may face criminal charges. Any minor found consuming alcohol or in possession of alcohol will face similar action.

12. Alcohol cannot be brought into the Venue including the entertainment area, car parks and Venue Campgrounds. Any alcohol brought into any of these areas at the Venue will be confiscated and will not be returned. The Organiser reserves the right to take appropriate action in such circumstances.
13. Vehicles, bags, containers and other personal items will be searched at the entry to the Venue and the Venue Campgrounds to check for any banned items. The 'No Large Bag' policy will be enforced in the Event area. Banned items include glass, alcohol, gas bottles, gas lanterns, butane gas cylinders, flammable liquids, weapons, umbrellas, selfie sticks, video cameras (including GoPros), and drones. Fireworks, flares and the lighting of fires are prohibited. **See full list of banned items at www.splendourinthegrass.com.**
14. Protest and political paraphernalia and banners are not allowed in the Event or at the Venue. Clothing, jewellery or accessory displaying the name of any motorcycle related or similar organisations or any 'declared organisation' within the meaning of the Crimes (Criminal Organisation Control) Act 2009 is not permitted in the Event or at the Venue. The Organiser reserves the right to remove any person in possession of or displaying these items, or any item which is deemed racist, vilifying, sexist and/or offensive.
15. Empty reusable bottles may be brought into the Event precinct for refilling from water stations.
16. Animals are prohibited at the Venue, with the exception of service or assistance animals, such as Guide Dogs.
17. Footwear must be worn at all times throughout the Event site and Venue Campgrounds.
18. Small still cameras are permitted but professional audio or video recording devices, including GoPros, and professional still cameras are prohibited. Ticketholders are not permitted to record the Event (audio or video) for commercial purposes.
19. All Ticketholders consent to be included in any official photography, filming & sound recording by the Organiser and/or any of its authorised representatives, official partners and contractors ("**Organiser's Partners**"), and grant the Organiser and the Organiser's Partners the right to use such recordings for promotion and other purposes.
20. Possession, sale or use of illegal drugs or illicit substances is strictly prohibited at the Venue and the Event. Any persons found with illegal drugs or illicit substances in their possession may be removed from the Venue and subject to Police action.
21. The Organiser reserves the right to refuse a Ticketholder admission to the Venue and the Event and/or to evict any person from the Venue and the Event if they are affected by alcohol or drugs, or act in contravention of any of these Terms and Conditions.
22. Activities such as moshing, crowd surfing, climbing and stage diving are strictly prohibited. Patrons engaging in these or other dangerous activities will be removed from the Event and/or Venue, and Patrons accept all risk and liability for any injuries or damages caused by these activities. Entry to the Venue is at the Ticketholder's own risk.
23. The Organiser recommends that due to noise levels, ear plugs should be carried/worn by Patrons. Offensive language may be used by some performers and artists. Special effects and strobe lighting may be used at the Event.
24. Ticketholder acknowledges that there may be restricted capacities at some of the Event's stages or venues, and ticket purchase does not guarantee entry to these areas in such circumstances. Once it is determined by the Organiser (at its sole discretion) that the maximum capacity has been reached in these areas, there will be no further admissions.
25. Patrons must not cause damage to, improperly use, or tamper with any Venue facility or Event infrastructure, or cause any damage to flora and fauna on or surrounding the Venue or enter any onsite bodies of water at the Venue. Patrons must not remove or attempt to remove any item or object from the Venue or surrounding area. Patrons accept full liability and responsibility for any loss or damage caused in contravention of this clause or any other term of these Terms and Conditions.
26. Patrons may be removed from the Venue if, in the opinion of the Organiser, they behave or act in a threatening or inappropriate manner, including without limitation, any aggressive, riotous, abusive, offensive, racist, sexist or insulting actions towards other patrons, Event staff or any other persons at the Venue or the Event. Patrons are required to follow the reasonable directions of the Organiser and Event staff at all times.
27. The Event will take place rain, hail or shine, subject to the terms contained herein.
28. The Organiser reserves the right to vary the Event program and/or to add, withdraw or substitute artists to the line-up and/or vary the Event date or venue at its discretion. Unless required by applicable law (including the Australian Consumer Law), no ticket refunds or compensation will be made in such circumstances, or if the Event program varies due to the non-appearance of one or more advertised artists.
29. The Organiser is not liable for any loss, injury, damage or compensation (including, without limitation, any travel costs, accommodation costs, out of pocket expenses), as a result of the Event being cancelled, postponed, relocated or changed for whatever reason. If the Event is cancelled in whole or in part by an act of God, extreme weather, act of war, act of terrorism, civil commotion, industrial dispute or for any event or threat outside of the control of the Organiser then any refunds shall be at the Organiser's absolute discretion (unless otherwise required by law).
30. Tickets may be resold or re-issued via the official ticket resale facility should one be made available by the Organiser. Tickets may not be resold, and may be cancelled, if the ticket is resold for an amount exceeding 110% of the original supply cost of the ticket. Tickets must not be used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services. If a ticket is sold or used in breach of this condition, the bearer of the ticket will be refused admission to the Venue and the Organiser may take further legal action against any parties that have breached this condition.
31. Except where liability cannot be excluded by law, the Organiser (and its employees, contractors and agents) shall not be liable for any loss, cost, expense, injury, claim or damages suffered or sustained by any Ticketholders and patrons at the Venue or the Event. Where permitted under the Australian Consumer Law (ACL), the Organiser limits its liability in respect of breach of any statutory guarantee under the ACL in the manner set out in sections 64A(1)(a) and 64A(2)(a) of the ACL.
32. To the full extent permitted by law, Ticketholders waive all legal rights of action against and fully release the Organiser, its agents, employees and volunteers for all claims for compensation for loss, damage, injury or death howsoever arising out of or in relation to the Ticketholders entry to and presence at the Venue and their attendance at the Event.
33. Ticketholders must use designated walkways and paths at all times whilst at the Event and the Venue (including without limitation, whilst in the Venue Campgrounds) and must follow any Event or Venue directions or signage.

34. In the event of injury or illness the Organiser may, at the cost of the Ticketholder, arrange medical treatment and/or emergency evacuation as deemed essential for the safety of the Ticketholder.
35. Any provision of these Terms and Conditions which are or becomes unenforceable shall not invalidate the other provisions of these Terms and Conditions.

Additional Venue Campgrounds / Vehicle terms:

36. All vehicles entering the Venue Campgrounds and Day Car Park must have the appropriate valid pre-purchased Vehicle Pass from www.moshtix.com.au valid for entry only on the date/s specified on the Vehicle Pass. Vehicle Passes must be displayed as per the instruction printed on the pass or as detailed in the Terms and Conditions at www.splendourinthegrass.com
37. Private vehicles must have a valid Vehicle Pass to enter the Venue Car Parks & Venue Campgrounds.
38. Vehicles, once parked in the Venue Campgrounds, cannot be moved until the end of the Event.
39. Venue Campgrounds entry:
 1. All persons aged 17 years and under must be accompanied by a responsible parent and/or adult guardian holding a valid Camping ticket when entering the Venue Campgrounds and at all times whilst in the Venue Campgrounds. We strongly recommend this adult guardian is aged 25 years or older.
 2. Every person aged 13 years and over, staying in the Venue Campgrounds requires a valid Camping ticket. For the avoidance of doubt, it is not one ticket per campsite or one ticket per vehicle, but one ticket per person aged 13 years and over.
 3. Camping tickets **do not** grant access to the Event. Each person aged 13 years and over will need a separate Event ticket to enter the Event site. Those aged 12 years and under are admitted into the Event and Venue Campgrounds free of charge.
 4. Ticketholders aged 17 years and under not accompanied by a valid Camping ticket holding responsible parent and/or adult guardian will be denied entry into the Venue Campgrounds and/or removed from the Venue.
40. Fires, liquid fuel containers such as kerosene or petrol and gas bottles external to purpose-built RVs, caravans, campervans etc. are prohibited in the Venue Campgrounds. Fire Marshals will be in the Venue Campgrounds checking your setup to ensure safety and will confiscate any liquid fuel containers such as kerosene or petrol and gas bottles, other than those allowed in purpose-built RVs, caravans and campervans.
41. Guests and/or visitors of Camping Ticketholders are not permitted in the Venue Campgrounds.