

WHITEHOUSE GRADUATE EXHIBITION AND FASHION RUNWAY 2023 TERMS & CONDITIONS

***Graduate Exhibition and Fashion Runway (GE&FR)* is a Whitehouse Institute Pty Ltd event located across multiple campus venues in NSW, VIC and QLD. All tickets are sold subject to the following terms and conditions:**

1. Ticket holders are subject to the conditions applicable to that event/or the venue where held, as indicated on the web page for that event.
2. All sales are final. Except where required by law, including the Australian Consumer Law set out in Schedule 2 of the Australian Competition and Consumer Act 2010 (ACL), we will only provide refunds at our absolute discretion. Please email finance@whitehouse-design.edu.au if you wish to enquire into the possibility of an exchange or refund, however this is not guaranteed. Please note, we cannot exchange or refund tickets for sold-out shows, or less than 72 hours before the event date. Refunds will be made using the original payment method. An exchange or refund fee may be applicable.
3. Tickets must be paid in full at the time of booking. All orders are subject to credit card approval and billing address verification.
4. Exchanges are subject to availability and at the Institute's discretion.
5. Patrons are responsible for ensuring that they check the website and attend the correct venue. Refunds will not be provided to any patron arriving at an incorrect venue.
6. Companion Card may be used when the cardholder requires the assistance of a companion to participate at a particular venue/activity. Only the person whose photograph and details appear on the Companion Card can use the card. Companion Tickets cannot be used without the Companion Card cardholder being present. Failure to present a valid Companion Card or evidence when requested will lead to the patron being charged for the ticket.
7. The venue reserves the right to refuse admission. This includes and is not limited to removal or refusal of admission for the safety and comfort of others, patrons who disrupt a performance, and/or in compliance with The Liquor Control Reform Act 1998. Tickets are not refundable if admission is refused.

8. Lock-out applies for these events. Please see the specific event's page on the website for details. Admission may be refused after the lock-out period commences with no guarantee of a refund.

9. Latecomers may be admitted at the discretion of Institute, only if there is a convenient break in the performance.

10. The right is reserved by the Institute responsible for presenting the event to vary ticket prices, and advertised programs and to add, withdraw or substitute parts of the event as necessary.

11. If the amount paid for the ticket/s is incorrect, the ticket/s may be cancelled, and the amount paid refunded. This applies regardless of whether the error arose due to:

- i) an error in a price communicated to you; or if you are able to order a ticket or a ticket for a performance that was not supposed to have been released for sale; or
- ii). human error or a transactional malfunction of an *Institute* operated system. If a ticket has been cancelled, a replacement ticket at the correct price may be offered.

12. The Humanitix privacy policy is available at:
https://console.humanitix.com/public/pdfs/humanitix_privacy_policy.pdf Humanitix do not store your credit card details other than your last 4 digits and expiry date.

13. Collection Notice:

i. Personal Information is any information that could identify you or another individual in connection with your ticket purchase. The Personal Information we collect includes names, billing addresses, mailing addresses, email addresses and phone numbers. We also retain other Personal Information in connection with your online account such as purchase history and payment records. The collection of this Personal Information is a requirement to book our events.

ii. When making a booking you will also be asked whether you seek access services in connection with your booking. Recording a request for access services could indirectly disclose Health Information about you or another individual. The recording of a request is required to receive our access services. We do not ask you to provide reasons for requesting access services. We collect your Personal and Health Information for the purpose of providing you with our services in connection with booking and attending our performances.

iii. The Personal, Health and Sensitive Information collected is stored by Humanitix in electronic form on a secure server hosted locally in Sydney Australia. These are owned and operated by third parties ensuring secure communication between your browser and their server. The Personal, Health and Sensitive Information will not be used or disclosed for any other purpose without your consent. Please refer to the Institute's privacy policy for more information.

iv. Where you have opted-in to stay up to date on the latest news, and events, your name and email address will be subscribed to the *Institute's* mailing list to receive marketing and promotional material related to the event. Should you no longer wish to be notified of events and activities, you may unsubscribe by following the link in your newsletter. The Institute will not disclose your information to any other external party without your consent unless required or authorised by law. The Institute's privacy policy is available at:

https://whitehouse-design.edu.au/wp-content/uploads/2021/06/G008_PO_Privacy.pdf

14. Under no circumstances will a presenter, venue, or ticketing service provider be required to reimburse a consumer for auxiliary expenses incurred by the consumer in attendance or non-attendance to the event. Auxiliary expenses include but are not limited to, the cost of travel, car parking, child care and accommodation. Consumers are encouraged to obtain sufficient ticket or travel insurance coverage for such circumstances.

15. Fees and charges including but not limited to postage charges, transaction fees and exchange fees are non-refundable.

16. Unauthorised use of camera or recording equipment is strictly forbidden.

17. Patrons enter the venue at their own risk. To the maximum extent permitted by law, *the Institute* is not responsible for any loss, damage, harm or injury arising from a customer's entry to the venue or performance within the venue. **By purchasing a ticket to a *Whitehouse Institute Pty Ltd* event, you are agreeing to the above terms and conditions of sale.**

