

Hewitson Theatre - STARplex

CONDITIONS OF SALE

- Some ticketed shows are sold by STARplex as an agent for and on behalf of the Production Company or group, their management and/or promoter ('the seller') responsible for the show or performance for which it is sold. All complaints or claims are the responsibility of the seller and not STARplex in this instance. Further conditions of entry to these shows (external promoter) may apply – please check with promoter and/or agent responsible for the show.
- All tickets purchased to any show or event will not be posted out, they can only be collected at STARplex Reception (18-20 Alexander Avenue, Evanston Park SA 5116) anytime up until and including, the show or event day.
- Hewitson Theatre STARplex collects your individual information in case of an event cancellation or change, and also (only if you indicate) to include you on our newsletter database (monthly e-news or quarterly newsletter) and/or to join you as a Hewitson Theatre Member (you may opt out of these at any time). If you fail to supply sufficient and appropriate contact information, STARplex is not responsible for failure to contact you.
- Proof of concession entitlement will be required at time of counter sales and on entry to Hewitson Theatre STARplex. STARplex has the right to evict a ticket holder if they can't provide proof of their concession entitlement.
- STARplex has the right to evict a ticket holder if he or she refuses to surrender any prohibited object or article that is not permitted to be brought into STARplex; including but not limited to photographic or recording equipment; food or alcohol, that is not permitted to be brought into or used in that venue; or any item that could be considered a weapon, a flammable substance, or an open flame.
- If the ticket holder is behaving in a manner which may cause property damage or threatens the safety of performers, other ticket holders or that reasonably interferes with other ticket holder's enjoyment of the performance, or if a ticket holder refuses to remain in the area designated on their ticket, he or she may be evicted from STARplex.
- No refunds or exchanges will be available except as provided in the seller's conditions (these are available on request). The seller is not required to give a refund where a ticket holder is unable or chooses not to attend. Refunds are at the discretion of the seller. If a refund is available, STARplex will only provide this in person at STARplex Reception. If a refund is available due to a cancellation for which there is no rescheduled date, it will then only be made if the ticket holder surrenders the valid ticket(s) to STARplex within 28 days of the cancellation of the show.
- All prices are subject to change without prior notice.
- Lost tickets: STARplex reserves the right not to replace tickets where seating is not allocated (general admission). When allocated (reserved) seating tickets are lost or stolen the customer must be able to produce proof of their original purchase. Replacement of lost tickets is at the discretion of the seller, and promoters of the event in question.
- It is a condition of entry to performances that a search of person or possessions may be required at the time of entry to the Hewitson Theatre. If concerned, please consult Hewitson Theatre STARplex Management.
- Ticket holders attending the event do so at their own risk (and absolve the Hewitson Theatre STARplex of any public liability arising from their attendance).
- By purchasing tickets to and attending an event at the Hewitson Theatre STARplex, you agree to accept and adhere to the terms and conditions of the venue and the organisation, management and/or promoter ('the seller').
- Beware: If you obtain a counterfeit, forged or stolen ticket you may be liable to prosecution.

CONDITIONS OF ENTRY

- No video recording is allowed.
- No flash photography is permitted, unless with written permission of management.
- No alcohol is to be brought into the Hewitson Theatre, without promotion to this effect (BYO).
- Proof of concession entitlement is required at time of purchase and on entry to the Hewitson Theatre STARplex.
- Late arrival may result in non-admittance until a suitable break in the performance – at the discretion of STARplex or event staff.
- Hewitson Theatre STARplex management reserves the right to remove patrons or refuse entry to those who disrupt a performance, present a threat to the safety of themselves or others or refuse to comply with requests made by any STARplex or event staff or to those who fail to comply with these Conditions of Entry.
- Smoking is strictly prohibited within the venue. Patrons wishing to smoke must enter and exit via STARplex main entrance, and may only smoke in the permitted zones.
- Adults are responsible for minors under their supervision. All minors aged 10 or under must be accompanied by a responsible adult at all times.
- The right is reserved to add, withdraw or substitute artists, to vary advertised programs, seating arrangements, audience capacity and to vary the venue with or without notice.
- No lasers, weapons or drugs are allowed.
- Entry is at the patron's own risk - the Hewitson Theatre at STARplex does not accept any responsibility for any injuries, losses or damage sustained in or around the venue.
- Patrons must be appropriately clothed for a public place and must wear shoes. Patrons with bare feet will not be permitted entry and may be removed from the Theatre.
- Animals (except those in service: seeing-eye dogs, police dogs etc) are not permitted on the premises.

Ph: 08 8522 0622

18-20 Alexander Avenue, Evanston Park SA 5116

www.starplex.com.au