

Ticketing terms

M Division Pty Ltd ABN 85 160 378 138

When these terms apply

When you purchase a ticket to one of our events, you accept these terms on your own behalf and as agent for anyone for whom you purchase a ticket.

What is the minimum age to attend one of our events?

If you are under 18, you need your guardian's consent /or a guardian over 18 to attend with you for any events where alcohol will be served.

Prices

All prices are inclusive of GST and in Australian dollars.

Conditions of entry

You may be denied entry into, or removed from, an event where there are reasonable grounds to do so, including if you breach these terms or any rules of the event venue, refuse to comply with event security, or if you are adversely affecting other people's enjoyment of the event.

You must not take into the event, or use, professional cameras or other professional photographic or recording equipment.

You may be required to agree to a bag search before entering an event, depending on the requirements of the venue.

For any events where alcohol will be served or events taking place at licensed premises, you may be required to provide proof of age as required by the venue and liquor licensing requirements.

By entering the event you agree to being filmed or photographed, and that we can use the film or photos for our marketing or promotional purposes.

Are tickets transferable?

If you are no longer able to attend and would like to nominate another person to attend in your place, contact us at info@mdivision.com.au to see if this is an available option for your event. You may need to pay an admin charge.

Can I get a refund on my tickets?

Everything in these terms about limitations, exclusions and refunds is subject to law, in particular the Australian Consumer Law (**ACL**). There is more information about the ACL in the next section.

Ticket sales are final. You will not be entitled to a refund because of a change in your personal circumstances, other commitments or change of mind. However, you can contact us at info@mdivision.com.au to see if transferring your ticket to another event is an available option for your situation. You may need to pay an additional admin charge.

If we have to cancel or reschedule an event, we will provide you with a ticket to a similar event on another date.

If you are unable to attend the new event, you can apply to info@mdivision.com.au, within 28 days of when we tell you about the cancellation or rescheduling, for a refund of the amount you paid, less an admin charge.

The same applies if we make a significant change to the line-up of the event, for example if a headline talent is no longer available. Where a particular talent is one of several scheduled talents for your event, you will not be entitled to an exchange or refund.

Our responsibilities and your rights under the Australian Consumer Law

You indemnify us, our related bodies corporate and our respective personnel from and against all losses and claims resulting from your breach of these terms or any warranty, or any applicable law.

Our liability, however it arises (including in contract, negligence or otherwise) is limited to the face value of the ticket.

We exclude all terms, representations and warranties, express or implied, that are not specifically set out in these terms.

However, some guarantees cannot be excluded under the ACL. You may have rights under the ACL for major and minor failures. In addition to other entitlements, for a major failure you may be entitled to a refund or compensation for the reduced value of the service. For a minor failure, we may choose to provide you with a refund or re-supply.

To obtain compensation, you will need to provide documentary evidence of the loss or damage suffered, and documentary evidence that such loss or damage was a reasonably foreseeable consequence of our failure to comply with a consumer guarantee under the ACL.

The type of remedy we will offer you may vary depending on how long it takes you to make a claim.

We will not be liable to you or any event participants for indirect, special, punitive, pure economic or consequential loss, loss of profit, revenue, data, business, goodwill or anticipated savings. You must mitigate any loss.

Our liability is reduced to the extent (if any) that you or any third party causes or contributes to the loss or damage. This reduction applies whether our liability is in contract, negligence or otherwise.

If we cannot hold an event because of circumstances beyond our reasonable control, such as strikes, power failures, flooding at the venue, or government restrictions, we are not liable to you or other event participants.