



# Denmark Arts

## Ticketing & Entry Terms & Conditions

*Last updated: February 2026*

*Denmark Arts Council Incorporated (Denmark Arts) reserves the right to amend these Terms & Conditions at any time without notice.*

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### Ticket Sales & Purchase

- All tickets for events, workshops, programs, and festivals are sold exclusively by Denmark Arts.
- Tickets can be purchased online via our website, or at the door (subject to availability).
- A booking is confirmed once payment has been successfully processed through our secure payment provider Square. Online purchasers will receive a confirmation email as proof of purchase.
- Tickets are non-refundable except where required under the Australian Consumer Law (ACL), or where an event is cancelled, postponed, or significantly changed.
- Denmark Arts reserves the right to cancel any ticket and provide a refund at its discretion.
- Tickets must not be used for advertising, promotions, competitions, resale, or commercial purposes without prior written authorisation from Denmark Arts.
- By purchasing a ticket, you are automatically added to Denmark Arts e-marketing database to receive newsletters, event updates, or promotional communications. If you do not wish to receive these communications, you can opt out at the time of purchase by unticking the relevant box, or unsubscribe at any time via the link in our emails or by contacting [admin@denmarkarts.com.au](mailto:admin@denmarkarts.com.au)
- By purchasing a ticket, you agree to these Terms and Conditions. Denmark Arts reserves the right to cancel a ticket where Terms and Conditions are considered to be breached.

### Payments

- All payments are processed securely through Stripe, Square, or PayPal.

- Ticket prices are displayed in Australian Dollars (AUD) and may be subject to booking or transaction fees.

## **Pricing and Concessions**

- Concession tickets require valid and current identification upon entry.
- Accepted concession types include (but are not limited to): Pension or Health Care Card, Student ID, Companion Card, Proof of Age card, and Denmark Arts Membership.
- Failure to present valid concession ID may result in refusal of entry or an upgrade to a full-price ticket.

## **Refunds, Exchanges & Transfers**

- Refunds are provided in accordance with the ACL.
- Refunds will be offered if an event is cancelled, significantly changed, or otherwise required by law.
- Refunds for change of mind, illness, or personal circumstances are not generally offered and are at the discretion of Denmark Arts.
- Approved refunds will be issued to the original purchaser using the original payment method..
- Tickets may be transferred to another person. Please notify Denmark Arts via email [admin@denmarkarts.com.au](mailto:admin@denmarkarts.com.au) prior to the event with the new attendee's details.

## **Entry & Behaviour**

- A valid ticket (digital or printed) must be presented upon entry. Entry may be refused without a valid ticket.
- Denmark Arts reserves the right to refuse entry or remove any person from the venue, without compensation, if they engage in abusive, disruptive, unsafe, or offensive behaviour.
- This includes (but is not limited to) harassment, threats, intoxication, or the use of discriminatory or abusive language toward patrons, volunteers, artists, or staff.
- Late entry may be permitted at an appropriate break or may be refused depending on the nature of the event.
- All attendees must comply with staff directions, venue rules, and applicable laws at all times.

## **Attendance, Risk & Liability**

- Attendance at all Denmark Arts events is at the ticket holder's own risk.
- To the fullest extent permitted by law, Denmark Arts accepts no responsibility or liability for:  
Personal injury, illness, death, or loss  
Loss of, or damage to, personal property  
Any indirect or consequential loss
- Except where caused by proven negligence or where liability cannot be excluded under the ACL.

- Denmark Arts cannot accept responsibility for personal injury, loss, or damage to personal property except where caused by proven negligence of Denmark Arts.
- Attendees are responsible for their own safety and for securing their personal belongings at all times.

## **Event Changes**

- Denmark Arts reserves the right to alter event programs, artists, schedules, or venues where necessary.
- If an event is cancelled, ticket holders will be offered a full refund or an exchange to another session where available.
- Event updates will be communicated using the contact details provided at the time of booking.

## **Photography, Filming, and Media**

- Events may be photographed, filmed, recorded, or live-streamed for promotional, documentation, or archival purposes.
- By attending an event, you consent to the use of your image or likeness unless you notify Denmark Arts staff upon arrival.

## **Accessibility & Special Requirements**

- Attendees are encouraged to advise Denmark Arts of any accessibility or special requirements at the time of booking. Please email [admin@denmarkarts.com.au](mailto:admin@denmarkarts.com.au) with your requirements.
- Denmark Arts will make reasonable efforts to accommodate requests but cannot guarantee all requirements can be met.

## **Alcohol & Food**

- Where alcohol is available, attendees must comply with all relevant laws and venue policies.
- Alcohol may only be consumed in designated areas.
- Denmark Arts reserves the right to refuse service of alcohol.

## **Prohibited Items**

- Weapons, illegal substances, or hazardous items are strictly prohibited.
- Denmark Arts reserves the right to conduct bag checks and refuse entry where safety concerns arise.

## **Privacy**

- Personal information collected during ticket purchase is used for ticketing, communication, and event safety purposes only.
- Information is handled in accordance with Denmark Arts' Privacy Policy and will not be shared with third parties except where required to deliver the event or by law.

### **Australian Consumer Law**

- Nothing in these Terms & Conditions excludes, restricts, or modifies any rights you have under the Australian Consumer Law.
- You are entitled to remedies where services fail to meet consumer guarantees.

### **Governing Law**

- These Terms and Conditions are governed by the laws of Western Australia.

### **Denmark Arts Members**

- New, existing and renewing Denmark Arts members are eligible for Member ticket pricing.
- Member discounts and offers cannot be used in conjunction with any other promotions.

## **Contact**

For ticketing enquiries or refund requests, please contact:

[admin@denmarkarts.com.au](mailto:admin@denmarkarts.com.au) or by phone (08) 9848 3623.