



# Denmark Arts Council

## Ticketing Terms & Conditions

*Last updated: November 2025*

These Ticketing Terms & Conditions apply to all ticket purchases for events, workshops and programs presented, supported or hosted by **Denmark Arts Council Inc. (Denmark Arts)**. By purchasing a ticket for yourself or any other person, you agree to the terms and conditions outlined below.

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### **Ticket Validity**

- All general admission tickets are valid only for the date stated on the transaction confirmation and cannot be used for any other date or session.
- All persons entering paid events must present a valid ticket. Denmark Arts may refuse entry without the presentation of a valid ticket.
- Tickets may be transferred to another person if you are unable to attend. Please contact us to discuss.

### **Behaviour and Entry**

- Denmark Arts reserves the right to refuse entry or evict, without compensation, any person who engages in abusive, disruptive, or offensive behaviour.
- This includes (but is not limited to) threats, harassment, or the use of racial, discriminatory, or abusive language toward any patron, volunteer, or staff member.
- Latecomers may be admitted at a suitable break or may be refused entry depending on the event.

## Pricing and Concessions

- All ticket prices are displayed in Australian Dollars (AUD).
- Concession tickets require suitable and valid identification at entry, including (but not limited to) Seniors Card, Student Card, Health Care Card, or Companion Card.

## Refunds, Cancellations, and Postponements

- Refunds are provided in accordance with the **Australian Consumer Law (ACL)**.
- Refunds will be offered if an event is **cancelled, significantly changed**, or otherwise required by law.
- Refunds for change of mind or personal circumstances are **not generally offered**, except at the discretion of Denmark Arts.
- Approved refunds will be issued to the original purchaser via the original payment method.
- If an event is postponed, tickets will transfer automatically to the new date. Refunds may be requested within the announced time frame.

## Event Changes

- Denmark Arts reserves the right to alter event programs, artists, schedules, or venues if required.
- If an event is cancelled, ticket holders may choose a full refund or exchange to another session if available.

## Photography, Filming, and Media

- Events may be photographed, recorded, or live-streamed for promotional or archival purposes.
- By attending, you consent to being filmed or photographed unless you notify staff at the event.

## Privacy

- Personal information collected during ticket purchase will be used for ticketing, safety, and communication purposes only.

- Information is handled according to Denmark Arts' [Privacy Policy](#) and will not be shared with third parties except as required to deliver the event.

#### **Australian Consumer Law**

- Nothing in these Terms & Conditions limits your rights under the **Australian Consumer Law (ACL)**.
- You are entitled to a replacement, credit, or refund where services fail to meet consumer guarantees.

## **Contact**

For ticketing questions or refund requests, please contact:

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