



# Ticket Sales and Event Attendance Terms & Conditions

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By purchasing a ticket to the Sydney Folk Festival you acknowledge and agree to these terms and conditions, both for ticket sales and conditions of attendance at the event:

1. Tickets are sold by Eventbrite on behalf of the Folk Federation of NSW, the presenter of the Sydney Folk Festival (SFF22). All prices quoted are in Australian dollars and include an Eventbrite transaction fee.
2. Once confirmed, ticket sales are final. No refunds, exchanges or cancellations are available except as required by law.
3. Admission to SFF22 is by a valid wristband. Ticket holders must either print their PDF ticket/s or ensure their ticket/s are available on their phones in order to redeem their wristband from the onsite Festival Office.
4. Where concessions are applicable, for youth tickets or Folk Federation member discounts, suitable identification/proof of age must be provided when collecting your wristband.
5. If you wish to transfer your ticket/s into someone else's name, please contact us by email at least 48 hours before the start date of the Festival. The transfer of tickets from the purchaser to a third party is only permitted with the agreement of the Folk Federation of NSW and may not be possible in every instance. We will do our best to accommodate the change.
6. Entry to the festival will also be governed by the various venues' conditions of entry.
7. Ticket holders enter venues at their own risk and must adhere to all house rules.
8. We reserve the right to refuse admission by ticket holders to a venue or event or remove any person from a venue or event at any time without prior notice.
9. The right is reserved to add, withdraw, reschedule or substitute artists and/or vary advertised programs, prices, venues, seating arrangements and audience capacity as circumstances deem necessary.
10. Ticket holders must follow the instructions of venue staff at all times and if they do not comply with protocols, or authorised requests, they will be asked to leave immediately without refund or further recourse.

## COVID-19

The safety of our patrons is of the utmost importance to us. SFF22 will follow all NSW Health guidelines and the COVID Safe plans as set out by the venues where SFF21 events will take place.

11. Ticket holders must not attend the festival if they have COVID-19, are experiencing symptoms, are awaiting the results of a COVID-19 test, if they have been overseas, or to an area where NSW Health has declared a COVID-19 hotspot within the previous fortnight.
12. Ticket holders agree to abide by all physical distancing, health protocols and the venues' COVID Safe plans.
13. If the Sydney Folk Festival is cancelled due to government restrictions, natural disaster, pandemic, extreme adverse weather or for any other cause reasonably beyond the Folk Federation of NSW's control, ticket holders are not automatically entitled to a refund and the Folk Federation of NSW is not obliged to reschedule the event.

**Please Note:** The Folk Federation of NSW supports the official Companion Card program which is available for Sydney Folk Festival. When requesting access to the Companion Card Scheme Program a valid Companion Card must be produced when redeeming your Sydney Folk Festival wristband. Without this proof you will be charged the full ticket price.