

The Theatre: Terms & Conditions of Sale

Please read these terms and conditions of sale before purchasing tickets to any live show or movie. By purchasing tickets, you agree to be bound by the terms and conditions stated below. Bankstown Sports Club (BSC) may vary these terms and conditions at any time.

Club Reception Purchases

- Tickets can be purchased at BSC main reception (Mona Street entrance) between 9am – 11pm Monday to Sunday.
- Once paid in full, tickets will be issued immediately. Tickets must be taken with you to the show and will be scanned upon entry. Entry may be refused if tickets are damaged in any way so that the ticket cannot be scanned or identified.

Online Purchases

- To purchase tickets online, visit BankstownSports.com. You will see the complete listing of upcoming shows or movies on the 'What's On' page, then follow the links.
- For Reserved Seating Live Shows, select your individual seats at the time of purchase or allow the system to select 'Best Available'. This is not available for movies.
- All online payments must be made with Visa or MasterCard.
- You must provide your name, address, phone number, email address and membership number (for Live Shows, if applicable) to complete the transaction.
- Your 'electronic print at home ticket/s' will be sent to your nominated email address.
- Tickets must be presented when entering *The Theatre*. This can be a printed ticket or electronic version.
- You can elect to pick up tickets for Live Shows at main reception. Valid photo ID will be required. Please ensure tickets are collected at least 20 minutes prior to the advertised show time.
- To activate member ticket price online, please enter your username (membership number) and password (birth date DDMMYYYY)

Phone Purchases

- Tickets to shows can be purchased over the phone using a credit card.
- Phone sales are only available between 8.30am – 11pm daily.

Wheelchair Access

- A limited number of wheelchair accessible seats are reserved for each show.
- Wheelchair access seats can be purchased over the phone or over the counter.
- When wheelchair access seats are no longer available for a show, please call the Marketing Department on 9722 9888 or email marketing@bankstownsports.com.

Companion Cards

- Every Companion card holder can be issued with a second ticket free of charge to their companion when attending a show.
- Tickets with Companion cards can be purchased the following ways:
 - **At reception**, the Companion card will be sighted prior to processing the complimentary ticket. A copy of the companion card and a valid form of identification (e.g. photo card or pension card) will also be recorded.
 - **Over the phone**, a copy of the Companion card and a valid form of identification (e.g. photo card or pension card) is required to be emailed or faxed to marketing@bankstownsports.com before the complimentary ticket can be processed.
- A Companion card cannot be used for online purchases.

Show Cancellation/Fee Change

- In the event of a show cancellation, patrons who have purchased tickets will be notified by email and/or phone using the contact details provided at the time of purchase. This will be done to the best ability of BSC staff, considering circumstances, timeliness and information available.
- BSC reserves the right to change a fee, reschedule or substitute artists and or vary advertised programs, prices, venues, seating arrangements and audience capacity at any time. If a seating arrangement is altered BSC will endeavor to provide the closest seat available.

Refunds and Exchanges

- There are strictly no refunds, resells, exchanges or cancellations once payment is finalised and the booking is complete.
- Before authorising payment review ticket, event and seat details carefully.
- Under exceptional circumstances, a Bankstown Sports Club entertainment credit may be issued as compensation upon a written request addressed to below. Each request will be assessed on a case by case basis. Via Email at: marketing@bankstownsports.com
Or via Post at:
Marketing Department
Bankstown Sports Club
PO Box 213
Bankstown NSW 1885

Support Acts (Live Shows)

- Support act may sometimes tour with headlining performers.
- Support acts are subject to change or cancellation at any time without notice.
- Ticket holders will not be entitled to a refund if a support act is changed or cancelled.
- Support act names are not always available at time of purchase.

Bankstown Sports Club Member Reward Points

- Member Reward Points will be issued for all sales.
- Member Reward Points can only be issued with over the phone when a correct membership number is provided at the time of purchasing tickets.
- Member Reward Points can only be issued online if the member is logged in.
- Reward Points cannot be issued if an incorrect or no membership number is provided.

Booth VIP Seating (Live Shows)

- *The Theatre* has 6 booths which holds up to 4 people.
- The price of the booth is set when a show goes on sale and will be advertised at BankstownSports.com.
- BSC has the right to reserve booths for certain shows.
- Patrons must purchase the entire booth, it is up to the guest whether they elect to fill the booth to its capacity of 4.

Movie Classification

- Tickets are also made available subject to the classification of the relevant film given by the Office of Film and Literature Classification. By purchasing a ticket, you represent that you are of an age permitted to purchase a ticket to the relevant classification for the film. Unless otherwise stated all transactions are denoted in Australian dollars.

General Terms and Conditions

- BSC policies apply when attending any show or movie. The right of admission is reserved by BSC.
- Latecomers will not be admitted until there is a convenient break in the program, and admission is the discretion of event staff on the night of the performance.
- No still cameras, video cameras, sound recorders or any other recording devices shall be used within *The Theatre* or flash photographs taken, without the consent of Bankstown Sports Club

- No glassware is permitted in *The Theatre* this excludes package beer and bottles of wine. All beverages in glasses must be transferred into plastic glasses which are available at the entrance of The Theatre.
- Food is only permitted in *The Theatre* if it is in the takeaway boxes with plastic cutlery. Porcelain plates or metal cutlery is not permitted.
- Neither BSC nor its employees shall be liable for any loss or damage goods sustained within *The Theatre*.
- For safety and as a courtesy to other ticketholders sitting or standing in the aisles is not permitted. Aisles should be kept clear at all times. Any patron not in compliance is subject to ejection.
- Calling out loud or spruiking in relation to any entertainment or engagement shall not be permitted inside or outside the building.
- By law, smoking in all areas of BSC is prohibited. You may smoke in the allocated outdoor smoking areas; however, you must retain your ticket for admittance back into *The Theatre*.
- BSC does not allow animals or pets with the exception of service animals such as guide dogs.
- BSC is committed to providing a safe and enjoyable atmosphere. Any guest in need of assistance during a show should seek an Usher.
- Bankstown District Sports Club Ltd is subject to the provisions of the Privacy Amendment Act (Enhancing Protection) 2012, which amends the Privacy Act 1988. The personal information provided by you will be used to process your transaction. A copy of the complete Privacy Policy can be accessed at BankstownSports.com. You have a right to access and correct any of your personal information that the Club holds on you. The Club does not disclose your personal information to any other organisation or person unless there is a legal requirement to do so. The Club may disclose your information to third parties that provide services under contract to the Club for reasons of database management or software development. This will be done under strict agreements and supervision, ensuring that your personal information is confidential and secure. Your personal information may be used for marketing purposes to improve our services and to provide you with the latest information about those services and any promotions.