

**The Australian Ceramics Triennale, Ampere Mparntwe
COVID 19 Plan, Ticketing Terms & Conditions**

1. Exchanges or refunds may be considered in compliance with terms under [Australian Consumer Law](#). Consumers are to read the special conditions advertised on the website carefully during purchasing.
2. If TACT permits an exchange, a transaction fee will apply. If TACT permits a full or partial refund in compliance with Australian Consumer Law, the transaction fee paid by the consumer is non-refundable.
3. TACT reserves the right to vary, substitute or withdraw advertised programs, artists, venue and seating arrangements as necessary. Any such variations, substitutions or withdrawals will be communicated to ticket holders in direct email communications and advertised through social media.
4. TACT collects your individual information in case of an event cancellation or alteration. If you elect not to receive digital communications from TACT, or you fail to supply sufficient and appropriate contact information, TACT is not responsible for failure to contact you. This year due to COVID-19, we will also use this information to pass onto the Northern Territory Department of Health in the event of an outbreak.
5. No obligation is assumed by TACT for arranging a substitute event if an event is cancelled. This includes events that may be cancelled due to COVID-19.
6. Entry to a venue is at an individual's own risk. To the maximum extent permitted by law, TACT will not be responsible for any loss, damage, harm or injury arising from a consumer's entry to a venue or performance within a venue.
7. TACT's COVID-19 refund conditions are guided by Live Performance Australia, which states that events do not need to provide a refund or exchange if a ticket holder does not wish to attend an event due to fears of exposure to COVID-19; or if a ticket holder is unwell and does not attend an event (in line with government recommendations).
8. If you cannot redeem your Ticket/s for the Goods and Services because of a federal or state government law, regulation, or order which is in place for the purpose of preventing the spread of COVID-19 and that prohibits you from travelling from your ordinary place of residence to TACT, you will be entitled to a refund (less any booking fee or charges) on the following conditions:
 1. You must request a refund in writing by emailing us at directors@centralcraft.org.au and provide your Transaction ID;
 2. At the time of requesting the refund, you must provide a clear copy of your Photo ID which:
 1. matches your name on the relevant Ticket/s; and

2. displays the residential address where you ordinarily reside; and
 3. We are satisfied that at the time of requesting the refund, there is a federal or state government law, regulation, or other order related to COVID-19 in place which would reasonably prevent you from travelling to TACT to attend the event.
9. By submitting your order, you indicate that you have read and accepted the *Terms and Conditions of Sale* as well as the *TACT's Privacy Policy*. If you have questions regarding your order please contact the Central Craft, TACT's 2022 host at directors@centralcraft.org.au
10. The *TACT's Privacy Policy* is available for download on the TACT website or by emailing Central Craft at directors@centralcraft.org.au