D.S. Senanayake College OBA

BLACK & GOLD OF VICTORIA INC.

Ticket Terms and Conditions

Last updated 23 October 2026 · Registration number A0053302D

These terms apply to every ticket for an event run by D.S. Senanayake College OBA – Black & Gold of Victoria Inc., registration number A0053302D (**"we"**, **"us"**, **"the Association"**, **"the Organiser"**). By buying or using a ticket, you agree to them.

1 About these terms

- **Who they cover.** They cover the person who buys the tickets and every guest who attends on one. If you book for a group or a table, please share these terms with your guests.
- **Ticketing platforms.** Tickets may be purchased through our official website or an authorised third-party ticketing provider. Applicable third-party payment and booking terms may also apply.
- **Event-specific conditions.** Event-specific conditions supplement these terms and prevail in a conflict only to the extent lawful and clearly disclosed before purchase.
- **Your consumer rights.** Nothing in these terms excludes, restricts or changes any right you have under the Australian Consumer Law or any other law that cannot be excluded.

2 Buying tickets

2.1 **Prices.** Prices are in Australian dollars and include GST where applicable. The total price, including any compulsory booking fee, will be displayed before payment.

2.2 **Confirmation.** Your booking is confirmed once payment goes through and you receive a confirmation email or e-ticket. Please check the details straight away and tell us about any errors.

2.3 **Your ticket.** Each ticket admits one person. Keep your e-ticket safe: we may refuse entry if the same ticket has already been used.

2.4 **Transfers.** Ticket holders may transfer tickets to another person without exceeding the original purchase price. Please advise the Organiser of the new guest's name at info@myblackandgold.org so booking and seating records can be updated.

2.5 **Resale.** Unauthorised commercial resale and fraudulent ticket duplication are prohibited. Any ticket cancellation for breach must be reasonable, proportionate and consistent with applicable law.

2.6 **Concessions and member prices.** Where a member or concession price applies, we may ask for proof at entry. If you can't show it, you may need to pay the difference.

2.7 **Access needs.** Tell us about access needs when you book or as soon as practicable so we can discuss reasonable arrangements with the venue.

3 Refunds, cancellations and changes

If we cancel an event and don't reschedule it, you get your money back. Change-of-mind refunds aren't offered unless the law requires one or we approve it.

3.1 **Event cancelled.** If the event is cancelled and not rescheduled, we will refund the full amount paid for the tickets, including booking fees. We will aim to process refunds within 14 days of confirming the refund arrangements.

3.2 **Event postponed.** Tickets remain valid for the new date. A ticket holder unable to attend may request a refund within 14 days of the rescheduling announcement. This voluntary request period does not restrict rights under Australian Consumer Law.

3.3 **Major change.** If a significant change is made, including replacement of the advertised headline performer, a substantial venue change or a material change to the event timing, we will provide remedies required by law. We may also offer a refund under our event policy.

3.4 **Change of mind.** Refunds are not offered for change of mind or personal inability to attend, except where required by law or expressly approved by the Organiser. A ticket may be transferred in accordance with section 2.

3.5 **Minor changes.** Reasonable changes to running order, supporting acts or menu details may occur. Whether a change gives rise to a remedy depends on the circumstances and applicable law.

3.6 **Events outside our control.** If severe weather, government restrictions, venue closure or another circumstance beyond our reasonable control prevents or materially affects the event, we may offer rescheduling or other reasonable arrangements. If the event is cancelled and not rescheduled, the cancellation refund policy above applies. Nothing in this clause limits remedies required by Australian Consumer Law.

3.7 **Australian Consumer Law.** Nothing in this section excludes or limits statutory rights or remedies.

4 Seating and table allocation

We may move you to comparable seating of the same ticket category when it's reasonably necessary. If the new seating is materially worse, you're entitled to an appropriate remedy.

4.1 **Allocation.** Where guests select a table or seat at booking, we will endeavour to honour that selection. Any changes will only be made where reasonably necessary for safety, accessibility, venue or operational requirements.

4.2 **When we may move you.** Examples include a table becoming unusable, venue layout changes, access needs or safety issues. Changes must be reasonable.

4.3 **Comparable seating.** Any replacement seating will be of the same ticket category, broadly comparable in stage view and service access and, where reasonably possible, in the same area of the room. We cannot guarantee it will be immediately adjacent to the original table.

4.4 **Keeping groups together.** We will keep guests on the same booking together where reasonably practicable. We will not split a whole-table booking without agreement except where necessary for safety or legal compliance.

4.5 **Notice.** We will notify guests of material seating changes before the event where practicable. On-the-night changes will be explained by event staff.

4.6 **Access needs.** We will not knowingly relocate a guest to seating that fails to accommodate disclosed accessibility needs.

4.7 **Remedies.** Where replacement seating is materially inferior or what was promised cannot be supplied, we will provide an appropriate remedy consistent with applicable law. If we notify you before the event that your seating will be materially worse than originally purchased, you may choose a full refund instead. No fixed complaints deadline limits your statutory rights.

5 Entry and conduct

5.1 **Entry.** Bring your e-ticket on your phone or printed. We or the venue may ask for photo ID.

5.2 **Age.** Guests under 18 must be with a parent or guardian, unless the event page says otherwise. Some events are 18+ only, and the event page will say so.

5.3 **Alcohol.** Where alcohol is served, the venue serves it responsibly under Victorian liquor laws. Staff may refuse service to anyone who is intoxicated or under 18.

5.4 **Dress code.** If an event has a dress code, the event page will say so.

5.5 **Behaviour.** We, the venue or security may refuse entry or ask someone to leave for intoxication, abusive or unsafe conduct or breach of reasonable venue rules. Refunds will generally not be given where lawful refusal or removal results from the guest's own misconduct, except where required by law.

5.6 **Venue rules.** You must follow the venue's rules and reasonable directions from venue staff, security or committee members.

6 Photography, filming and privacy

6.1 **Photos at events.** Photography and video recording may take place for event reporting, archival and promotional purposes, subject to applicable law. Guests concerned about identifiable images, particularly of children, may contact the Organiser; we will make reasonable efforts to accommodate requests.

6.2 **Your details.** We use booking information for check-in, table plans, payment and event communications. Information is handled in accordance with our published Privacy Policy and applicable law. We do not sell personal information; marketing is sent only where permitted.

7 Safety, belongings and liability

7.1 **Belongings.** Please take reasonable care of your belongings. Nothing in these terms excludes liability that cannot legally be excluded.

7.2 **Liability.** We will take reasonable care in organising and delivering events. Nothing in these terms excludes or limits liability for negligence or any consumer guarantee or remedy that cannot legally be excluded. Circumstances beyond our reasonable control will be handled under section 3 and applicable law.

7.3 **Accessibility.** We aim to make events accessible. Contact us before booking to discuss access at a particular venue.

8 Changes to these terms and contact

We may update these terms from time to time. The version provided or made available at purchase applies to that ticket. Later changes will not retrospectively reduce existing purchasers' rights without their agreement or lawful grounds.

For enquiries, transfers or refund requests: info@myblackandgold.org. These terms are governed by Victorian law, subject to applicable Commonwealth law.

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info@myblackandgold.org · myblackandgold.org

Country Before Self