



Pittwater

Terms and Conditions of Ticketed Shows and Events

TICKETING

It is the purchaser's responsibility to check tickets at the time of purchase as requests for refunds or exchanges will not be accepted.

CLUB ENTRY REQUIREMENTS

Possession of a show ticket does not guarantee entry to the Club. All ticket holders must comply with the Registered Clubs Act 1976 when gaining entry to Pittwater RSL:

1. patrons residing within a 5km radius of the Club must be a financial member or signed in as a Guest of a Member
2. patrons residing outside of the 5km radius of the Club must provide current photo ID with residential address to enter as a temporary member

Members and Guests must comply with all Club regulations including, but not limited, Dress Regulations and Responsible Service of Alcohol.

EVENTS

All shows are general admission unless otherwise stated.

All shows are 18 years and over unless otherwise stated. Minors attempting to enter a show advertised as 18 years and over will be refused entry and no refund will be provided.

For childrens/under 18's shows, attendees under 18 years of age must always remain in the immediate company of a responsible adult.

The advertised time is when show doors open. This is generally 30 minutes prior to the start of the show, unless stated otherwise.

If dining in the Club prior to a Ticketed Show, please allow sufficient time to dine prior to the commencement of the show. Refunds will not be processed for arriving after the start time of the show.

To gain entry into the ticketed event, every attendee must have a valid printed ticket or eTicket with the QR code presented clearly to be scanned at the door.

The Club reserves the right to refuse entry, and/or refuse service due to intoxication. If entry is refused or a person is asked to leave, no refund will be processed.

Food and beverage not purchased within the Club is not permitted to be consumed on the premises.

Performances may not be recorded and copyright infringement penalties may apply. Video, professional cameras and/or sound recorders may only be used in the show room when previously approved by the performers of the show in conjunction with Club Management.

Filming and photography may be taken at the event for documentary & publicity purposes by approved representatives of the Club.

CANCELLATIONS/REFUNDS

Requests for refunds must be made in writing and emailed to reception@pittwaterrsl.com.au 72 hours (3 days) prior to the show start time, after which time there will be no refunds. Cases for refunds will be reviewed individually and addressed within 2 working days after the request is received.

If you are unable to attend due to Covid-19, you are required to submit supporting documentation to review your claim. Information you supply may include:

1. PCR Test result demonstrating that at the time the event was scheduled, you had an active COVID-19 diagnosis;
2. Proof you were subject to mandatory isolation at the time of the event due to a registered positive RAT (Rapid Antigen Test) result; and/or
3. Letter from a medical practitioner confirming you are medically unfit to attend due to being diagnosed with COVID-19.

Performances may change without notice due to unforeseen circumstances.

If a performance cannot proceed due to government restrictions i.e., change in COVID-19 restrictions, ticket holders will receive full refunds.

The Management Team
PITTWATER RSL