



TERMS AND CONDITIONS

All sessions are 18 years and over for unclassified films due to Film and Censorship guidelines. This policy is strictly adhered to.

By submitting your order, or purchasing at a Festival Ticket Outlet, you are indicating that you have read and accept the CinefestOZ Terms and Conditions. All orders are subject to payment of full fare, credit card approval and billing address verification.

Ticket Exchanges and Refunds

Single Ticket Purchases:

All single tickets are non-refundable but can be exchanged for the equal dollar amount or more before the session start time at the CinefestOZ Cinema Ticket Desk or via online customer accounts. Any dollar amount difference will not be refunded. Single ticket exchanges are subject to availability.

Passes:

No fee is charged on pass exchanges or cancellations. Online exchanges are subject to availability. Passes cannot be refunded.

Exchanges are not permitted for a session that has already commenced or has passed.

NO EXCHANGE OR REFUND IS OFFERED ON OUR SPECIAL EVENTS (Opening Night, Busselton Premieres, Margaret River Premiere, Bunbury Premiere, Gala Night).

Booking fees

A booking fee of \$2 per \$0.01-\$20 transaction, and \$3 per \$20.01+ transaction applies for bookings made online, via phone or at one of the Festival Ticket Outlets.

Passes are exempt from booking fees if the order total is \$0 when checking out (i.e. when sessions are being added to a previously-purchased pass). If the pass holder has purchased additional single tickets in the same transaction, then the booking fee applies.

Passes

Passes are for a single person's use and are non-transferable, non-exchangeable and non-refundable.

Some Passes entitle the pass holder to attend specific special events including Premieres within the time limitations of the pass. Some of these sessions have been automatically added to all purchased passes, so passholders do not need to book into these sessions. For a full list of the sessions automatically added, please check the pass description on the website or iPhone app.

Passholders are asked to advise Festival staff via ticketing@cinefestoz.com if they are not attending some of these sessions added by default, so that unused tickets may be released for sale.

To guarantee entry pass holders must pre-book all other sessions on their pass (subject to availability). It is possible to create a booking for a Pass at the cinema door, however if the session is sold out or has limited tickets, pass holders will be seated on a first-come, first-served basis subject to availability.

If collecting in person, passes may only be collected from Orana Cinemas in Busselton, unless advised otherwise by Festival staff.

Ticket Collection and Admission to Events and Cinemas

Bookings may only be collected by the credit card holder on presentation of the credit card used for the booking, the booking number, and any relevant concessions.

All sessions are general admission, and seat numbers are not indicated on tickets. However, for some cinema sessions, seats have been allocated and reserved by the Festival and staff will seat guests on entry.

Latecomers will be admitted at the discretion of staff and Movie Crew.

A valid Companion Card or valid Companion Card Number must be produced at the time of the booking to gain access to the Companion Card Scheme offer. Details of use are contained on the Companion Card website www.companioncard.org.au. For bookings made online via the CinefestOZ website please email ticketing@cinefestoz.com with details of the tickets purchased to enable a Companion Card ticket to be issued for the same session/s.

CinefestOZ reserves the right to deny any person admission to any Festival Managed Venues or session.

All persons seeking admittance to attend an event or session must have a valid ticket, irrespective of their age.

Concessions

CinefestOZ accepts a range of concessions to ensure the festival is accessible to all. We

offer concession tickets for general screenings and some events (where listed) to full-time students, pensioners, unwaged and seniors. A current ID or concession card must be presented when buying or collecting tickets and, if requested, on entry to the cinema.

Copyright

The use of cameras, phones or other devices for the purposes of recording any Festival sessions or Events is strictly prohibited. Security personnel may be in attendance to prevent illicit recording. If a person is seen to have been recording illegally they will be immediately removed from the venue and the recording device will be seized. No refund will be provided. Further action may be taken against the individual/s found to have breached copyright.

Variations and Amendments

Particulars of the session or event may be changed without prior notice. Films, artists or performers may be added, withdrawn or substituted for specific performances or sessions.

CinefestOZ may vary these Terms and Conditions at any time. CinefestOZ will post the varied Terms and Conditions on its website.