



TERMS AND CONDITIONS

These Terms and Conditions are subject to change without notice to comply with COVID-19 restrictions and government regulations, as CinefestOZ determines is necessary to comply, and for safety. CinefestOZ will remain compliant with all restrictions, which may alter at any time before or during the festival, and so reserves the right to change conditions as required.

All sessions are 18 years and over for unclassified films in accordance with Film and Censorship guidelines. This policy is strictly adhered to. Refunds will not be given for tickets purchased, or which are attempted to be used, contrary to this policy and those guidelines.

By submitting your order, or purchasing at a Festival Ticket Outlet, you are indicating that you have read and accept these CinefestOZ Terms and Conditions, which may change. 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 tickets of the equal dollar amount or more, with the value of tickets already paid to be used as credit towards a ticket of a higher dollar amount, and the difference in amount to be paid immediately by you. Any dollar amount difference will not be refunded. Exchanges can occur before the session start time at a CinefestOZ Ticket Outlet or via online customer accounts. Single ticket exchanges are subject to availability. Credit card changes are non-refundable.

Passes:

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

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

Special Events:

No exchange or refund is offered on Special Events, including Premieres and In Conversation events.

COVID-19:

Where you cancel any of your order or do not use your tickets in any way due to Government regulations, restrictions or guidelines that are either not removed as expected, extended, or reimposed or added to, you will be entitled to a refund or credit note (to be used at a later time), at the absolute discretion of CinefestOZ. CinefestOZ reserves the right to withhold some monies to cover administrative expenses and other losses, dependent on when notice of cancellation is given by you.

Where, as a result of COVID-19 restrictions it is necessary to cancel an event, part of an event or the entire festival, CinefestOZ will refund ticket purchases for the affected event/s, at our discretion.



Booking fees

A booking fee applies for transactions made online, via phone or at a Festival Ticket Outlet, as below:

\$0.01 - \$20.00 = \$1.50
\$20.01 - \$60.00 = \$2.50
\$60.01 - \$200.00 = \$3.50
>\$200.00 = \$4.00

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 to those tickets only.

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 ticketing app.

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

The other events that a pass entitles the holder to attend that have not been automatically added will still need to be booked in order for the holder to attend. To guarantee entry pass holders must pre-book all other sessions on their pass (subject to availability).

Admission to Events and Cinemas

All persons seeking admittance to an event or session must have a valid ticket, irrespective of their age. Most sessions are general admission (subject to Film Classification & Censorship restrictions), and seat numbers are not allocated or indicated on tickets. However, for some sessions, including Closing Night at Albany Entertainment Centre, seats have been allocated and reserved by the Festival, in which case staff will seat guests on entry.

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

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



Companion Cards

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.

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 and appropriate ID or concession card must be presented when buying or collecting tickets and, if requested, on entry to the venue, always to the satisfaction of Festival staff and Movie Crew volunteers.

Copyright

The use of cameras, phones or other devices for the purposes of recording any copyright protected material in any way in 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 so recording illegally they will be immediately removed from the venue and the recording device may be seized. No refund will be provided. Further action may be taken against the individual/s found to have breached copyright or the restrictions in these Terms.

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. No refunds will be available in these instances, except as set out in these Terms or at the discretion of the Festival, however exchanges may be permitted, solely as set out above.

CinefestOZ may vary these Terms and Conditions at any time, which will be binding on all ticket or Pass holders. CinefestOZ will post the varied Terms and Conditions on its website.