

Ticket Purchase Policy

Marathi Association Sydney Inc. (MASI) is organising All Australia Marathi Convention (AAMS 2019) in the month of April 2019. Our goal is to make your purchasing experience easy, efficient and equitable, so we can get you on your way to live events as quickly as possible. The following policies are designed to ensure your satisfaction and understanding of our purchase processes. If you have any questions about the information below, please Contact us. For tickets purchased through www.masisydney.org.au, and www.aam2019.org.au (the "Sites") this Purchase Policy is subject to, and incorporates by this reference, the Terms of Use. Each ticket that you purchase is a license to attend a particular event and is subject to the additional terms set forth on that ticket.

Cancelled Events

Occasionally, events are cancelled or postponed due to weather conditions or other situations which may affect the performers, staff or audience. If an event is cancelled, please contact MASI / AAMS2019 for information on receiving a refund. Unless indicated otherwise in relation to a particular event, if an event is cancelled or rescheduled, ticket purchasers will be offered seats at any rescheduled event up to the face value of the original tickets or, if the ticket purchaser is unable to attend the rescheduled event or the event is not rescheduled, a refund/refunds for tickets purchased prior to the date of the original event will be given up to the amount paid for the tickets (including per transaction handling fees) but will normally exclude any delivery fees paid in respect of the tickets. Depending on the circumstances in each case, a partial refund may be given where one day of a multi-day event is cancelled. Contact MASI/ AAMS 2019 for exact instructions if an event is cancelled or rescheduled. Please make sure to include/provide your order number so we can expedite your refund (if applicable). If you purchased a ticket at a retail outlet, you will need to return the ticket directly to that retail outlet. It is your responsibility to ascertain whether an event has been cancelled and the date and time of any rearranged event. If an event is cancelled or rescheduled, we will use reasonable endeavours to notify ticket purchasers of the cancellation once we have received the relevant authorisation from the Presenter. We do not guarantee that ticket purchasers will be informed of such cancellation before the date of the event. Presenters generally reserve the right to add, withdraw or substitute such artists and vary advertised programs, seating arrangements and audience capacities.

Refunds, Exchanges and Replacement Tickets

Before purchasing tickets, carefully review the event and seat selection details. MASI / AAMS 2019 does not issue an exchange or refund for a lost, stolen, damaged or destroyed ticket (including where a ticket does not arrive in the mail) unless

- (a) MASI / AAMS 2019 can identify at the Venue the actual seat corresponding to the ticket for that event, or in the case of a general admission ticket, MASI / AAMS 2019 is able to identify (acting reasonably) and cancel the relevant ticket, and
- (b) you give MASI a reasonable amount of notice ahead of the event that the ticket has been lost, stolen, damaged or destroyed,

in which case MASI / AAMS 2019 will issue a replacement ticket to you for a reasonable administration fee. A change in personal circumstances does not entitle a ticket holder to return or exchange a ticket. Subject to any statutory rights of refund (including, without limitation the provisions of the Australian Consumer Law), if an event takes place then generally there is no right to a refund or exchange, including where a ticket holder cannot attend because of adverse weather conditions.

Delivery of Event Tickets

If tickets are sold for any MASI / AAMS 2019 events then they either will be delivered to the card holder's email address or may be available for pickup at the venue. It is the card holder / purchaser responsibility to provide an active and correct email address to MASI / AAMS 2019 at the time of booking event tickets. The purchaser will have to contact MASI / AAMS 2019 event organizers in any such situation that an inactive or invalid email address has been supplied. This will result in a delay of the ticket delivery. If tickets are delivered to card holder's email address then the purchaser is required to present the barcode / QR code on the ticket at the time of entry to the venue. The ticket purchaser may present the ticket either as a print out or on his / her smartphone device for scanning at the venue entry. Tickets delivered through Venue Pick Up are typically available one hour prior to the event start time. You will need to present your confirmation number, the credit card used to purchase tickets and picture identification. Some events do not have Venue Pick Up (in this case you will not get Venue Pick Up as a delivery option when ordering tickets).

Billing Information Verification

Orders are processed only after a billing address and other billing information has been verified. Occasionally, we receive incorrect billing or credit card account information for a ticket order that can delay processing and delivery. In these cases, MASI / AAMS 2019 Treasurer will attempt to contact you using the information provided at the time of purchase. If MASI / AAMS 2019 is unable to reach you after its initial attempt, MASI / AAMS 2019 may cancel your order and may sell your tickets to another customer.

Pricing and Other Errors

If you are able to order a ticket before its scheduled on-sale or presale date or you are able to order a ticket that was not supposed to have been released for sale, then MASI / AAMS 2019 will have the right to cancel that ticket (or the order for that ticket) and refund to you the amount that you paid. This will apply regardless of whether because of human error or a transactional malfunction of the Site or other MASI / AAMS 2019 operated system. If we discover an error in the price of tickets you have ordered (regardless of the source of that error, and whether it was an error in a price posted on the Site or otherwise communicated to you), we will inform you as soon as possible and give you the option of reconfirming your order at the correct price (and credit or debit your account as applicable) or cancelling your order. If we are unable to contact you, you agree that we may treat the order as cancelled. If you choose to cancel after you have already paid the incorrect ticket price for the tickets, you will receive a full refund from us.

Limitation of Liability

To the extent permitted by law (including, without limitation the Australian Consumer Law), MASI / AAMS 2019 shall not have any liability to you beyond the face value of the ticket purchased plus any relevant per transaction handling fee and delivery fee. MASI / AAMS 2019 shall not be liable for any loss of enjoyment or wasted expenditure. Personal arrangements including travel, subsistence and accommodation relating to the event which have been arranged by you are at your own risk. MASI / AAMS 2019 accept no responsibility for any personal property.

Injury at events

To the extent permitted by law, MASI / AAMS 2019 disclaims all liability for any injuries caused at an event.. Although reasonable measures are taken to protect the attendees, injury can occur. Stay alert at all times before, during and after the event. If injured or distressed, immediately ask an usher for assistance. By purchasing a ticket, you acknowledge and accept these terms and conditions in your personal capacity and on behalf of any accompanying minor. You assume all risks which are incidental to the event for which the ticket you have purchased is issued, whether before, during or after the event. MASI / AAMS 2019 will not be liable for any obligations owed to you as a ticket purchaser.

License; Ejection and Cancellation; No Redemption Value

MASI / AAMS 2019 reserve the right, without refund of any amount paid, to refuse admission to, or eject, any person whose conduct is deemed to be disorderly, who uses vulgar or abusive language or who otherwise fails to comply with MASI's / AAMS 2019's or the Venue's terms and conditions. Breach of any such terms and conditions will terminate your revocable licence to attend the event without refund or compensation. A ticket is a revocable licence and admission may be refused upon refunding the ticket's face amount. A ticket is not redeemable for cash. All patrons attending an event must hold a valid ticket for that event. Late arrivals to an event may result in non-admittance until a suitable break in the performance.

Recording, Transmission and Exhibition

Cameras, video and audio recorders, mobile phones and pagers may not be permitted in certain venues and/or certain events. MASI / AAMS 2019 request that all pagers and mobile phones be turned off before entry. If you do not do so, you may be removed from the event without refund or compensation. You agree not to record or transmit, or aid in recording or transmitting, any description, account, picture, or reproduction of the event. You grant permission to MASI / AAMS 2019 to utilise your image, likeness, actions and statements in any live or recorded audio, video, or photographic display or other transmission, exhibition, publication or reproduction made of, or at, the event (regardless of whether before, during or after the event) in any medium or context without further authorisation or compensation.

You Are Subject to Search

You may be requested to submit yourself and your belongings to a search on entry to an event for which you have purchased a ticket. By purchasing a ticket from MASI / AAMS 2019, you consent to such searches and waive any related claims that may arise (to the extent permissible by law). If you withdraw your consent to such searches, you may be denied entry to the event without refund or other compensation. MASI / AAMS 2019 prohibit certain items from being brought into the premises, including without limitation, alcohol, drugs, and controlled substances. Such items may be confiscated and neither MASI / AAMS 2019 nor the Venue accept any responsibility for confiscated items.

Unlawful Re-Sale of Tickets; Commercial Purposes

There are laws in place in certain states that prohibit resale of tickets to certain events or limit the prices at which they may be resold. As a ticket purchaser, you are responsible for complying with any such laws. Please also check when booking for any event-specific terms imposed by a Presenter that may limit your rights to resell a ticket.

A ticket shall not be used for advertising, promotions, contests or sweepstakes, unless formal written authorisation is given by the Presenter, provided that even if such consent is obtained, use of MASI's / AAMS 2019 trademarks and other intellectual property is subject to MASI's / AAMS 2019 express consent.