

Ticket Purchase Terms of Sale

a. Tickets purchased with a Access card

If you use your Access card or Access card ID (AID) to purchase tickets, you will be required to show or scan your Access card when collecting your tickets and for admittance to the performance.

b. Refunds

Please choose your tickets carefully, as we cannot refund tickets under any circumstances except the cancellation of an event. If an event is cancelled, then ticket purchases will be refunded, though USU may, to the extent permitted by law, retain the booking fee that it has charged.

c. Collection and Delivery of Tickets.

Ticket Collection

Some tickets are available to be picked up from The ACCESS Centre (Level 1, Manning House, University of Sydney) during business hours, others will only be available at the venue box office prior to the performance.

Please read your receipt carefully to ensure that you understand where tickets to your event can be collected.

The credit card used to purchase the ticket and matching photo identification must be produced when collecting tickets. If these forms of identification cannot be produced, then the tickets will be withheld for the credit card owner to collect.

To collect tickets purchased online you will need to present the credit card used to purchase them AND matching photo identification.

Ticket Delivery

Some tickets purchased online are available to be posted. To have your tickets posted you must purchase them at least five working days before the event. If you purchase tickets within five days of the event, you may be required to collect them from The ACCESS Centre (Level 1, Manning House, University of Sydney) during business hours or at the venue box office prior to the performance.

Please read your receipt carefully to ensure that you understand whether or not your tickets will be posted to you.

Tickets will only be posted to the billing address of the credit card used to purchase them. Tickets will not be posted to business addresses or PO Boxes.

d. Replacement of Tickets

Please look after your tickets carefully as we cannot replace them.

e. Changes to the Event

We reserve the right to add, withdraw, reschedule or substitute performers and artists and/or vary any advertised programs, prices, venues, seating arrangements and audience capacity without notice. Wherever possible changes to the event will be posted on this website, so please check the website regularly to ensure that you have the latest details for your event.

f. Admission to the Event

The right of admission to any event for which a Ticket is purchased is subject to the promoter and venue owner/licensee's terms of admission. Late arrival may result in non-admittance until a suitable break in performance.

Proof of Age (Photo ID) will be required for entry to restricted age events. Cameras, audio equipment and video recorders may not be permitted in a venue without the approval of the promoter and/or the venue owner/licensee. The right to record, broadcast or telecast any event is reserved to the performer or artist and/or their authorised assignees or licensees.

Only tickets purchased from USU or other authorised points of sale will be accepted for admittance to an event. Tickets that are defaced or damaged in any way will not be accepted for admittance to an event.

g. Currency

All ticket prices are given in Australian dollars (AUD).

h. GST

All ticket prices include GST.

i. Privacy

The only personal information collected during the purchase process is that necessary to fulfill your order (ie. name, address and contact details). This

information is only used to fulfill your order and is not retained for marketing purposes or sold or given to any third party. For more information on privacy on this website, please see the USU Privacy Policy.

j. Further Information.

For more information regarding sales on this website, please contact 1800 013 201 or info@usu.usyd.edu.au.