

# Terms and Conditions of Starlight Ticketed Shows

1. All ticket holders must comply with the Registered Clubs Act 1976 when gaining entry into Wenty Leagues i.e. patrons living within a 5km radius of the Club must be a financial member or signed in as a Guest of a Member. Patrons living outside the 5km radius of the Club must provide photo ID with address to enter as a temporary member or be signed in as a Guest of a Member.
2. Patrons must comply with all Club regulations including but not limited to Club Entry, Dress Regulations and Responsible Service of Alcohol. For more information please visit [www.wentyleagues.com.au/our-club/policies](http://www.wentyleagues.com.au/our-club/policies)
3. 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.
4. To gain entry into the showroom, every person must have a valid printed ticket or eTicket with the QR code presented clearly to be scanned at the door.
5. To exit during showtime / intermission, tickets must be presented at the door to be scanned out. Alternatively, pass outs may be issued.
6. Seats must remain in their allocated position and should not be moved away from their position or moved into walkways. It is a requirement that walkways are kept clear at all times to ensure the safety of guests and staff, and to not negatively impact on guests viewing experience or accessibility.
7. Requests for refunds must be made in writing and emailed to [boxoffice@wentyleagues.com.au](mailto:boxoffice@wentyleagues.com.au) up to 72 hours (3 days) prior to the show start time. After which time there will be **no cash refunds** however, transfer options may be available. Applicable only on a case-by-case basis. Cases for refunds will be addressed within 2 working days after the request is received.
8. Food and beverages not purchased within the Club are not permitted to be consumed on premises.
9. Performances may not be recorded. Copyright infringement may be liable.
10. Performances may change without notice due to unforeseen circumstances.
11. If show cannot proceed due to introduced government restrictions i.e. change in COVID-19 restrictions, ticket holders will receive full refunds. There are NO CASH REFUNDS available at the Reception Box office. Ticket holders will be contacted within 24 hours to make arrangements.