



ART DECO FESTIVAL NAPIER

Terms & Conditions of Sale

Event Cancellation Policy

- Tickets sold by Art Deco Trust ticketing agents are sold on behalf of the organisation responsible for that event and subject to the conditions applicable to that activity.
- Ticket purchasers from outside of New Zealand: When purchasing tickets while New Zealand borders are closed to overseas visitors, there will be NO REFUNDS given if the New Zealand border remains closed at the time of the 2022 Art Deco Festival Napier.
- Tickets purchased via the box office or website are non-refundable, except as required by law. Tickets can only be exchanged through the Art Deco Festival Napier Ticket Exchange Page.
- Each person, including children, must have a ticket.
- All prices are in New Zealand dollars and include GST. Booking fees apply and a credit card charge will apply to all ticket purchases.
- The right of admittance is reserved. Latecomers may not be admitted until a suitable break in the performance or event. If other conditions apply, they are displayed at the box office or at the entrance to the venue.
- Cameras, audio, and video recorders are not permitted in the theatres.
- No food or beverages may be taken into ticketed events. Empty water bottles or sealed water bottles may be brought into the Art Deco Festival Napier ticketed events and re-filled inside from the various free water suppliers.
- Only service dogs are permitted inside ticketed events at the Art Deco Festival Napier.
- Artist line-up and billed attractions may be subject to change.
- Right of admission reserved – In order to facilitate the security, safety and comfort of all patrons the Organiser reserves the right to refuse admission and refund the ticket value.
- Admission is at ticket holder's own risk. The event organiser will not be held liable for any loss, injuries or damages sustained at this event including damage, theft or losses to property and motor vehicles if the cause is due to the negligence of the ticket holder or the unforeseeable actions of other patrons.
- A condition of entry to any Art Deco Festival Napier event is the ticket holder's consent to being filmed and/or photographed for use in television, video, social media or printed promotional material.
- The ticket holder consents to and will permit the search and inspection of his or her person, clothing, bags or other possessions by any official, employee of the proprietor of the venue and/or the organiser of the event.
- All tickets purchased through iTicket and Ticketek shall be subject to a booking fee, and any credit card processing fees.

- The ticket holder may be required to provide proof of age when purchasing alcohol. This must take the form of one of the following types of identification: A HANZ Card, a New Zealand Drivers License, New Zealand or Foreign Passport.
- The ticket holder will be required to leave the venue if the ticket holder: Engages in conduct which unreasonably interferes with the enjoyment of the event by other patrons; hampers or impedes the conduct of the event; breaches any by-laws or orders applicable to the venue
- Ticket holders agree that it is an essential condition of issuance of tickets and the right of admission to the event conferred on the ticket holder that any person at, or entering, or attempting to enter, the venue is expressly prohibited from:
 - a. Holding or bringing any prohibited or restricted items (to be assessed at the discretion of the security and festival management) including, without limitation; alcohol; illicit drugs; knives; weapons; fireworks; glass; cans; bottles; compressed gas containers; political, religious, offensive or race-related banners, signs, slogans or materials; flares; air horns; sound amplifiers including loudhailers; toy guns or water pistols; smoke bombs and flag sticks; commercial standard recording devices; dogs or other pets; laser pointers; skateboards, roller blades, scooters or bicycles; or items that may interfere with the enjoyment, comfort or safety of other persons or security at the Venue (“Prohibited Items”).
 - b. Engaging in disruptive or dangerous behaviour including, without limitation; throwing, casting, thrusting, or firing any objects; instigating violence, racism or xenophobia; behaving in a way that others may interpret as provocative, threatening, discriminatory, or offensive; creating any threat to the life or safety of themselves or others, or harming another person in any way whatsoever.

Disclaimer

- Art Deco Trust assumes no responsibility for any error, omission, interruption, deletion, defect, delay in transmission or line failure to this web site.
- Your use of material contained on the Art Deco Festival web site is at your sole risk.
- The Art Deco Trust reserves the right to change details on this website at any time.
- Ticket purchases are subject to Art Deco Trust, Terms & Conditions of Sale. Please read the above conditions carefully. By purchasing tickets via the Art Deco Festival Napier website you are agreeing to be bound by these Terms & Conditions of Sale.
- If you require any assistance or have questions about these terms and conditions please contact the Art Deco Trust by phone on 06 835 0022 or email at festival@artdeconapier.com

Tickets, Seating & Other Information

- Doors will open at the specified time on the programme or website. Not prior to the event.
- Door sales are available at the Art Deco Trust Centre and are subject to availability and only to selected events.
- Events that do offer allocated seating will present a seating layout plan at the time of booking.
- If you have people you want to sit with, please make sure you buy their tickets at the same time. We will not be able to change seating arrangements once bookings are made.
- ‘General Admission’ events do not offer a seating plan and do not have allocated seating.

Event Cancellation Policy

- Refunds will only be issued strictly upon a FULL cancellation of an Art Deco Festival Napier programme of events.
- In the event of a cancellation, the Art Deco Trust will endeavour to reschedule selected events from within the Festival programme.
- In the event of a postponement of an event, ticket(s) purchased will be automatically transferred to the new event date. If the ticket holder is unable to attend the event on the rescheduled date a full refund will be made to the ticket holder.
- Upon the FULL cancellation of an event, the ticketing provider will refund all tickets to the credit card from which the ticket was purchased. Refunds will take place within two (2) weeks of the cancelled event date. Booking fees will not be refunded.