

Purchase Terms & Conditions

New Zealand Fringe Festival Terms & Conditions of Sale

Any ticket issued is subject to the following conditions and may be revoked by the issuer, proprietor of the venue and/or organiser of the event for breach of any of the specified conditions. New Zealand Fringe Festival may change or amend these Terms & Conditions of Sale at any time.

Overview

New Zealand Fringe Festival sells tickets as an agent on behalf of artists, venues, and other event organisers ("Promoter") registered in the New Zealand Fringe Festival. Any representations made by the Promoter regarding the event at any time and any associated complaints or claims are the responsibility of the Promoter and not New Zealand Fringe Festival. The Promoter sets all ticket prices.

Payment Terms

Credit card surcharge will apply to all payments made by credit card.

All ticket prices are shown in NZ Dollars and include GST where applicable. New Zealand Fringe Festival accepts Visa and Mastercard only.

Your ticket

A confirmation email which contains a PDF of your ticket is sent to the email address you provided during the ticket purchasing process, from which you can print your ticket(s).

Look after your ticket(s) as you would cash. It must be presented in order to gain admittance to the event. The code on the ticket uniquely identifies this ticket and the purchaser, and can be redeemed only once. Multiple copies of this ticket will not allow multiple entries. In the event that multiple copies of this code are presented at the event, the Promoter may refuse entry to all people presenting tickets with the code.

When presenting concession tickets or entering events with an age restriction in place, appropriate identification must be shown. When presenting Fringe Addict Card tickets, your Fringe Addict Card must be shown. If suitable identification is not presented, you may be refused admittance to the event.

Postponements, cancellations & refunds

Tickets cannot be refunded, exchanged or cancelled once issued except in accordance with the applicable laws of New Zealand.

If an event is cancelled, the purchase will be refunded directly to the credit card used for the original purchase. In the event of a postponement, purchased tickets for the original date will be valid for the new date unless otherwise notified. Purchasers have the option to seek a refund for the value of the purchased ticket(s) for a postponed event by contacting

New Zealand Fringe Festival prior to the replacement date for the postponed show, the New Zealand Fringe Festival can only refund tickets for a postponed show with the approval of the Promoter. In the event that a Promoter authorises ticket refunds for a postponed event, The refund will be issued to the original credit card used for the purchase.

Refunds cannot be issued in cash or to any other card except that used for purchase.

Purchase from third parties

Tickets are sold on behalf of the Promoter by New Zealand Fringe Festival. Do not purchase tickets from any source other than the New Zealand Fringe Festival or its authorised agencies. New Zealand Fringe Festival cannot Tickets purchased from any other source may be unauthorised copies and may be refused admittance to the event.

Changes in program

The Promoter reserves the right to withdraw, replace, add or substitute artists or performers without notice. Please make sure the personal details that you enter are correct and up to date. If the particulars of an event that you have purchased tickets for change, we need to be able to get in contact with you. We will not be held responsible for failing to contact you with updated event information

Recording / audiotaping events

Cameras and video recorders, audiotape recorders and other types of recording devices may be prohibited at the event.

Refusal of admission or ejection for objectionable behaviour

The Promoter or venue reserve the right, without refund of any amount paid, to refuse admission to, or eject, any person whose behaviour does not comply with the rules and regulations set forth by the venue and/or Promoter.

Where a venue is also a licensed premise, the venue will abide by the conditions of its alcohol license, which may prohibit underage patrons. The ticket holder is responsible for ensuring that they are legally allowed on the premises when buying a ticket and no refunds will be issued on the grounds that a ticket holder is not allowed access to the venue due to being underage.

Latecomers

Latecomers will not be given access to the performance unless there is a convenient break in the programme.

Credit card problems

New Zealand Fringe Festival's ticketing system involves an immediate exchange of information between us and your bank via DPS. Occasionally, your bank may not authorise a transaction, based on your account status or your card not being enabled for online

purchases. In these instances, it is your bank denying your card, not New Zealand Fringe Festival, so please contact your bank for a resolution.

Merchandise

Any merchandise sold is subject to the following conditions and may be revoked by the issuer, proprietor of the venue and/or organiser of the event for breach of any of the specified conditions. New Zealand Fringe Festival may change or amend these Terms & Conditions of Sale at any time

A customer is entitled to all remedies available under the Fair Trading Act and Consumer Guarantees Act, the Promoter may, at their absolute discretion, provide additional remedies in each event. There is no right to refund or exchange for incorrect sizing or change of mind.

Addict Cards are for personal use and contain a individual ID number. The venue has the right to deny entry to a ticket holder if they cannot provide proof of valid Fringe Addict card per ticket.

If you have any questions about the terms and conditions laid out in this document, please contact us at welcome@fringe.co.nz or call +64 4 212 4725.