



maitland

city council

BITTER AND TWISTED

TICKETING TERMS AND CONDITIONS



In addition to the terms and conditions applied by Eventbrite, the following will also apply for any tickets purchased to Bitter and Twisted:

RESPONSIBLE ORGANISATION

Tickets are sold by Eventbrite on behalf of Bitter & Twisted and are subject to the conditions applicable to the event. For all enquiries please contact:

Bitter & Twisted Boutique Beer Festival

events@maitland.nsw.gov.au

(02) 4931 2801

ABN: 11 596 310 805

VARIATION PROGRAM

The right is reserved to vary the advertised program and to add, withdraw or substitute entertainment, exhibitors, brewers, caterers and suppliers as necessary.

This includes advertised performers, stall holders, presenters, performance time change and activities.



CONDITIONS OF ENTRY/ HOUSE RULES:

TERMS OF ADMISSION

Bitter & Twisted Boutique Beer Festival reserves the right to refuse admission or to enforce removal of any patrons; in such event the patron will negate any refund or cancellation policy applicable.

GENERAL

Patrons must adhere to all rules and regulations stated by the Festival organisers, including responsible service of alcohol standards, entry conditions and road closures. Bitter & Twisted Boutique Beer Festival promotes the responsible consumption of alcohol.

CAPACITY

Patrons to the Bitter & Twisted Boutique Beer Festival will be limited to 2,500 per day. No further entry will be permitted.

SITE ENTRY

No food or drink is permitted to be brought into the festival. It may be a condition of entry to an event that a search of persons and/or possessions will be required at the time of entry to the venue. Patrons are required to provide sufficient Photo Identification on request. No pets are allowed into the festival except for assistance animals.

EVENT PARTICIPATION

Ticket holders enter the event at their own risk.

EVENT PHOTOGRAPHY

Maitland Events will contract a photographer/s and/or videographer to capture still and moving vision from the festival for future promotional use.

By entering this site, you grant Maitland City Council the irrevocable and unrestricted right and permission to use any photographic or film images and voice recordings of you / your business / or members of your community group or in which you may be included during our participation with Maitland Events for any lawful purpose including publicity, illustration, advertising or digital and web content, including social media platforms.

You acknowledge Maitland City Council may provide the photographic or film images and voice recordings to third parties for use as part of activities or functions associated with Local Government.

If you do not wish to grant this permission to Maitland City Council, please notify a staff member or write to us at events@maitland.nsw.gov.au.



EVENT CONDITIONS OF ENTRY

- Bitter & twisted is a fully licensed event and subject to applicable licensing laws.
- Organisers have the right to remove any persons not adhering to licensing regulations or for dangerous misconduct.
- Security, RSA Marshalls and police will be in operation for the duration of the festival and it is a condition of entry that all bags will be checked before entering the site.
- The following items are prohibited: illegal weapons, alcohol, illicit drugs, open drinks, flammable materials, aerosol cans and bulky items such as camping chairs and shade structures.
- No BYO food, drink or glass permitted within the event site.
- No pass outs permitted.
- Valid wristbands must be worn at all times whilst within the site.
- Under 18's must be accompanied by an adult and supervised at all times. If unaccompanied they will be refused entry.
- Smoking is not permitted unless you are in the designated smoking area.
- In the event of an emergency, patrons must follow the instructions of authorised and emergency services personnel.
- Patrons must be respectful of neighbours during the event and when leaving.
- Antisocial behaviour of any kind will not be tolerated. Persons must refrain from using foul and/or abusive language or acting in a manner which offends, insults, humiliates, intimidates, threatens, disparages or vilifies another person on the basis of that person's race, religion, colour, sexual orientation, descent or national or ethnic origin failure to do so you may be asked to leave the event.
- Persons wearing or displaying inappropriate or unauthorised commercial, political, religious or offensive images, logos etc may be asked to leave the event.
- No commercial photography, filming or recording is permitted without prior permission from Maitland events.
- Maitland events will contract a photographer/s and/or videographer to capture still and moving vision from the festival for future promotional use.

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- Failure to comply with any conditions of entry will result in the removal of offending persons.
- For more information visit www.bitterandtwisted.com.au



CANCELLATION

In the event of cancellation of the Festival for whatever reason a refund to the value of the ticket purchase price will be offered. Refunds will be processed as soon as possible after the notification of cancellation of the festival in accordance with Eventbrite's refund policy.

BOOKING CONFIRMATION

All ticket purchases will be issued with a booking confirmation. 'Print at Home' tickets will be dispatched to the nominated email address. 'Collect at Event' tickets will be available for collection from the ticketing marquee at the festival, on presentation of booking confirmation.

COVID-19

In addition to the Terms and Conditions stated in this document, due to the current COVID-19 Pandemic, Maitland City Council reserves the right to execute the following agreed variations if required:

- **VARIATION BY COUNCIL:** Maitland City Council may cancel or amend the advertised event and/or program based on the current Federal and/or State Government advice.
- **TICKETING FEES:** Fees associated with the booking will be refunded or transferred.
- **MAITLAND CITY COUNCIL NOT LIABLE FOR:** Maitland City Council will not be liable for any other non-Council associated expenses incurred by the hirer in relation to the booking.

PLEASE NOTE:

- Child tickets must be obtained/ purchased at the time of sale of an adult ticket.
- Under 18s are not permitted in the VIP Area or Food and Beer Matching Lunch.
- Under 18's are only entitled to Site Entry Only tickets. No packages available.
- Concession Cards are not accepted at Bitter and Twisted. No concession rates available.
- Companion Card® is accepted for Bitter & Twisted tickets. Where activities incorporate a package of items over and above site entry, some components may not be included in the Companion ticket issued. Companion Cards must be presented at the time of purchase and/or collection of tickets.
- No persons under 18 years of age are permitted into the site unless they are accompanied by an adult and have a valid ticket. Persons aged between 15 - 17 years of age must purchase a Visitor Pass in conjunction with an adult ticket. Children aged 14 years and under are free entry when purchased in conjunction with an adult ticket.

