

## **Ticketing Terms & Conditions**

In these terms and conditions, "AHL" refers to Arts House Limited, including any and/or all of its authorised representatives, agents, and/or employees. All tickets, e-tickets, vouchers, memberships and packages are referred to as "Tickets". Performances, plays, exhibitions, workshops, recitals, talks, conferences, panel discussions, festivals and others events are referred to as "Events". Spaces where the events are held are referred to as "Venues". Ticketing agents including but not limited to Peatix Inc. and SISTIC.com Pte Ltd are referred to as "Agents".

These terms and conditions shall apply to all persons at the Venues, including but not limited to holders of Tickets to Events to be held at the Venues. AHL, Agents and Venues are entitled to rely upon and enforce these terms & conditions.

### **Section 1: Ticket Purchase**

1. All Tickets will be sold by Agents, on behalf of AHL.
2. By purchasing Tickets, you agree, on your own behalf and on behalf of all persons for whom you are purchasing Tickets or who will be holding Tickets purchased by you (you and each such person being a "Ticket Holder"), to be bound by these Terms & Conditions and be jointly bound with the Agent's Ticketing Terms and Conditions.
3. All persons are required to show proof of age and identity upon request by authorised representatives of AHL, Agents and Venues.
4. Unless otherwise stated by AHL, Agents or Venues, there is no admission for infants in arms and children below 6 years old. Children 6 years old and above must purchase a Ticket for entry.
5. AHL, Agents and Venues reserve the right to restrict the entry, or removal of any recording equipment if they are of the opinion that the audio or images captured, whether moving or still, are likely to be used for commercial purposes.
6. All Ticket Holders shall at all times be subject to:
  1. Any Terms & Conditions imposed by AHL, Agents and Venues
  2. Any entry conditions and/or house rules which may be found at the Venues
  3. Any Terms & Conditions relating to the Events

## Section 2: Non-liability

1. Ticket Holders voluntarily assume all risks and dangers incidental to the Event whether occurring prior to, during or subsequent to the actual Event, including any death, personal injury, loss, damage or liability.
2. AHL, Agents and Venues shall not be liable for any death, personal injury (unless such death or personal injury was caused by the negligence of the), loss or damage however caused while in the venue, nor are they liable for any complaints, claims, refunds, or exchanges for any reason whatsoever, including without limitation, cancellation or postponement of Events.
3. AHL, Agents and Venues are not liable for any loss of articles or property left unattended within the Venues.

## Section 3: Non-refundable Policy

1. Ticket Holders understand that all amounts paid for Tickets shall be non-refundable and non-creditable once purchased, for any reason whatsoever, except to the extent of any refund provided in accordance with Section 4 and Section 5 of these Terms & Conditions.
2. The affairs described below, in Section 3.2.1 – Section 3.2.8, strictly abides to the clause on non-refundable tickets in Section 3.1:
  1. Ticket Holders who are late for an Event will not be admitted until a suitable allocated break (if any) in the performance.
  2. AHL reserves the right to evict or refuse admission to any person whose conduct is disruptive and unbecoming, or is found to be upsetting the enjoyment of patrons, or poses a threat to any person or service at the Event, or if it is reasonably suspected that the Ticket is stolen, counterfeit, damaged or unreadable or that it was reported lost.
  3. AHL may alter, add, withdraw or substitute artists and/or the advertised details for an Event, its seating arrangements and audience capacity without prior notice.
  4. AHL reserves the right to change the prices or discounts of Tickets based on demand.
  5. Without prior notice to the Ticket Holders, artists may cancel the Event, and AHL shall not be held accountable for the cancellation.
  6. If you are photographed, filmed or taped, you consent to AHL, Agents and Venues to broadcast, publish, license and use any photographs, films, recordings or images of you without compensation.
  7. Trading or resale of Tickets are not allowed. Tickets from a secondary or unauthorised seller are not entitled to any refunds. AHL, Agents and/or Venues reserve the right to cancel any tickets that have been traded, transferred or resold and deny such Ticket Holder entry.

8. Compensation or refund requests from Ticket Holders in the circumstances mentioned below but not limited to, in Section 3.2.8.1 to Section 3.2.8.5, will be declined:
  1. Ticket Holders do not want to attend the event, or have a change of mind of attending, or are unable to attend the Event they have purchased Tickets to.
  2. Ticket Holders are unsatisfied or experienced a loss of enjoyment from the Event.
  3. Ticket Holders are not aware of age restrictions for the Event.
  4. Ticket Holders demand compensation for personal arrangements or service fees including travel, subsistence and accommodation.
  5. Ticket Holders are recipients of complimentary Tickets.

#### **Section 4: Refund Rights**

1. Tickets buyers are only granted refunds from AHL exclusively and limited to Section 4.1.1 to Section 4.1.3, and successful refunds are subjected to conditions listed in Section 5:
  1. AHL cancelled, interrupted, stopped, re-scheduled or re-located the Event, prior or part-way through the Event, due to adverse weather conditions, or due to any dangerous, violent and life-threatening situations, including, but not withstanding, acts of terror, strikes, protests, feud or dissent or any other cause beyond AHL's reasonable control, that occurred, is occurring, or might occur within the venue, vicinity or regional area.
  2. The Event is fundamentally and substantially changed. Changes are only qualified as fundamental and substantial when deemed fit by the sole discretion of AHL. A change of artists, cast, actors, performers, musicians, dancers, hosts or emcees does not constitute a fundamental or substantial change to the Event.
  3. Should there be any changes made to the Event in accordance to Section 4.1.1 to Section 4.1.3 ("Changes"), AHL or the Agent may notify original buyers via e-mail and/or other previously provided contact details.

#### **Section 5: Refund Process**

1. Only the original buyer of the Tickets can claim refunds, unless any other person has been authorised to act and conduct all activities concerning the refund process, on behalf of the Original Buyer, through a Letter of Authorisation ("LOA") signed by the original buyer and addressed to AHL or the Agents. The LOA must include the full name (as stated in the NRIC) and the NRIC number of the person who is acting on behalf of the Original buyer. Refer to Annex A for the Letter of Authorisation for Refund.
2. Original buyers are only entitled to a refund of the face value of the Ticket.

3. Refunds are issued in the original form when practical, that is to say that Tickets purchased via credit card are likely to be refunded through credit and Tickets purchased by cash are likely to be refunded through cash.
4. Original buyers should claim their refunds based on the refund instructions that will be announced. Late refund charges may be administered if refunds are claimed after the stipulated refund period.

### **Section 6: Replacement of Tickets**

1. Replacement tickets are issued subject to verification of the patron's details against purchase records and payment of administrative fees to the Agents. Replacement tickets will not be issued if the authenticity of purchase cannot be accurately ascertained. Replacement tickets will not be issued for free seating or general admission events.

### **Section 7: General Matters**

1. Tickets shall not be used for advertising, promotional or commercial purposes (including but not limited to trade incentives, prizes, competitions, contests, lotteries, or draws, whether for commercial or charitable purposes) without the prior written consent of AHL, who may withhold such consent at their sole and absolute discretion.
2. Singapore law shall govern the sale of all Tickets and you agree to submit to the exclusive jurisdiction of the Singapore courts.
3. Any complaint regarding the Events will be directed to and dealt with by AHL.
4. No smoking, food and beverages are allowed in Venues unless otherwise stated by AHL or the Venues.

**Annex A: Sample of the Letter of Authorisation for Refund**

Subject: Letter of Authorisation for Refund

To Arts House Limited,

I, the undersigned, Mr./ Mrs./ Mdm. \_\_\_\_\_ (full name, as stated in NRIC) with NRIC/ FIN no. \_\_\_\_\_ hereby authorize Mr./ Mrs./ Mdm. \_\_\_\_\_ (full name, as stated in NRIC) with NRIC/ FIN no. \_\_\_\_\_ to act on my behalf in all manner relating to all activities concerning the refund process of \_\_\_\_\_ (name of ticketed Event), by Arts House Limited, including signing all documents relating to these matters. Any and all acts carried out by Mr./ Mrs./ Mdm. \_\_\_\_\_ on my behalf shall have the same effect as acts of my own. Hoping for your kind consideration.

With warm regards and thanks,

\_\_\_\_\_ (Signature)

Name:

Contact Number: