



# maitland

city council

## **HUNTER VALLEY STEAMFEST**

**TICKETING TERMS AND CONDITIONS**



In addition to the terms and conditions applied by Ticketek the following will also apply for any tickets purchased to Hunter Valley Steamfest.

## **RESPONSIBLE ORGANISATION**

Tickets are sold by Ticketek on behalf of Hunter Valley Steamfest and are subject to the conditions applicable to the event. For all enquiries please contact:

Maitland City Council | ABN: 11 596 310 805

[events@maitland.nsw.gov.au](mailto:events@maitland.nsw.gov.au)

(02) 4931 2801

## **VARIATION OF PROGRAM**

The right is reserved to vary the advertised program and to add, withdraw or substitute locomotives, carriages and facilities provided as necessary.

Patrons are purchasing a rail journey only and no offer of added benefit is made or warranted except as here detailed.

## **CONDITIONS OF ENTRY/ HOUSE RULES**

### **TERMS OF ADMISSION**

Hunter Valley Steamfest reserves the right to refuse admission and in such event, the patron will oblige by all and any refund or cancellation policy applicable.

### **GENERAL**

Patrons must adhere to all rules and regulations by event staff, train providers, security, and police whilst on board the trains and railway station platforms.

Patrons must also adhere to instructions given by authorised Hunter Valley Steamfest personnel including official volunteers.

### **EVENT PARTICIPATION**

Ticket holders participate in 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 event for future promotional use.
- By purchasing a ticket and entering the 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.
- By purchasing a ticket and entering the site, all attendees, parents and guardians accept that on entry to the event and by participating in the regatta, any photography or videography taken during the event is considered to be rights free and may be used for the purpose of promotional, archival and media opportunities.
- 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.
- No commercial photography, filming or recording is permitted without prior permission from Maitland Events.
- 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](mailto:events@maitland.nsw.gov.au).



## EVENT CONDITIONS OF ENTRY

- No alcohol is permitted within the event site.
- If requested by festival staff you must present bags for inspection by staff, police or security.
- A range of items are prohibited from being brought into the festival. This includes but is not limited to illegal weapons, alcohol, illicit drugs, open drinks, flammable materials and aerosol cans.
- Persons must be respectful of neighbours during and when leaving the event.
- Persons must adhere to the instructions of the event organisers, security and the police.
- In the event of an emergency, patrons must follow the instructions of authorised and emergency services personnel.
- 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 may result in patrons being removed from the event.
- All political, religious and advocacy parties/groups/individuals or agencies and organisations acting on their behalf whose intent is to raise awareness or spruik the party/ group/candidate/individual/cause shall not be permitted to enter the event, and may be asked to leave.
- 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 by Council and third parties.
- By entering this site you grant Maitland City Council the irrevocable and unrestricted right and permission to use any photographic or file images and voice recordings of you/ your business / or members of your community group or in which you may be included during your 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 sponsors and 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 use at [events@maitland.nsw.gov.au](mailto:events@maitland.nsw.gov.au)
- Failure to comply with any conditions of entry will result in the removal of offending persons.
- Rally Ground Adult (17 and over) Entry Fee - \$5.00.
- Children up to the age of 16 and below are free and must be accompanied by an adult. Children must be supervised at all times.
- Persons must stay within designated public areas.
- No smoking permitted beyond this point (Rally Ground Entrance)

For more information visit [www.steamfest.com.au](http://www.steamfest.com.au)



## **DELAY**

The right is reserved to vary the advertised program time(s) as necessary. Refunds will not be issued as a result of a delay.

If a scheduled departure time is varied by more than 120 minutes, or a delay of one Steamfest service results in a passenger missing a connecting or subsequent Steamfest service through no fault of their own, Hunter Valley Steamfest will attempt to offer an equivalent alternative journey or offer a refund to the value of the ticket purchase price only.

Refunds will be processed as soon as possible after the notification of cancellation of the journey in accordance with Ticketek's refund policy. Please refer to the Ticketek Refundable Ticket Customers FAQ's

(<https://help.ticketek.com.au/hc/en-us/articles/360039831534-Frequently-Asked-Questions-for-Eligible-Refundable-Ticket-Customers>)

## **CANCELLATION**

In the event of a cancellation of any journey or for whatever reason including but not limited to locomotive cancellation, carriage substitution, seating alterations or locomotive mechanical malfunction, Hunter Valley Steamfest will attempt to offer an equivalent alternative journey or offer a refund to the value of the ticket purchase price only.

In the event of a force majeure, all ticket holders will be eligible for a refund.

Refunds will be processed as soon as possible after the notification of cancellation of the journey in accordance with Ticketek's refund policy.

Maitland City Council will not be liable for any other non-Council associated expenses incurred by the customer in relation to the booking.



## **RAIL PROGRAM CONDITIONS:**

- All Tickets for Steamfest train rides are numbered and have seat allocations which persons must adhere to.
- All persons taking a seat must have a valid ticket.
- Children/babies (up to 2 years old) who will be held on a lap and not occupying a seat for the duration of the journey, will not require a ticket.
- A Child Ticket (up 17 years old inclusive) must be purchased for all children over the age of 5.
- All children must be accompanied on the trains by a responsible adult at all times.
- Concession tickets are for Aged Pensioners, Seniors, Children Under 17, Government Pension (including people with a disability).
- Patrons are advised to confirm the timing of all train rides prior to the event and notwithstanding, to allow 45 minutes before the scheduled departure time for boarding and last-minute timetable alterations. Refunds will not be issues in the event of late arrival.
- All journeys are return tickets unless otherwise specified. Where journeys are specified one-way, tickets are, sold as one-way tickets and ticket holders will be required to purchase tickets for both trips to make a return journey.

