Arts Centre Melbourne

Conditions of Entry

About these Conditions
The purpose of these Conditions of Entry is to ensure the safety and enjoyment of all visitors to Arts Centre Melbourne (ACM).

These Conditions of Entry (“Conditions”) apply to your entry and use of the Victorian Arts Centre Trust's (Trust) venues at ACM, including, without limitation, the ACM theatres building and external areas including the Forecourt and Lawn, Hamer Hall, ACM Car Park and Sidney Myer Music Bowl (Premises).

In these Conditions, references to:

(a) we, us, our or ACM means the Trust, and its employees, agents, officers and independent contractors;
(b) you or your refers to you, or any person with you, including any dependents or children under your supervision.

Summary
You must comply with these Conditions and follow the reasonable directions of ACM team members, as well as any signage in relation to your entry and use of the Premises.

We reserve the right to deny entry to or remove any person from the Premises.

Your belongings
You are responsible for the security of your own belongings while on the Premises and you must not:

(a) leave any bags or personal items unattended;
(b) have in your possession and/or refuse to surrender to ACM team members any prohibited object or article including but not limited to:

- Alcohol
- Illicit Substances
- Animals (except registered assistance animals)
- Dangerous or inappropriate goods (e.g. weapons, fireworks)
- Professional cameras (personal camera phones will be permitted)
- Portable seating of any kind
- Drones or Remotely Piloted Aircraft
- Glass and aluminum containers
- Glow sticks, laser pointers, Selfie Sticks, Poles or Totems
- Tables, tents or sun shelters
- Large Eskys
- Selfie sticks
- Promotional material of any kind
(c) refuse to undergo a physical search or a search of your belongings.

We reserve the right to:
(a) inspect and search you and your belongings while you are on the Premises;
(b) require any bag or personal items to be stored in our cloakroom, which may attract a fee;
(c) exclude all bags from the Premises when deemed appropriate; and
(d) deny entry or remove you from the Premises (without refund) if you refuse to comply with these above Conditions of Entry.

Your behaviour
You are responsible for behaving in a manner that does not interfere with the safety and enjoyment of others. Specifically, you must not:

(a) behave in a manner which causes or may cause property damage or that threatens or may threaten the safety of performers, visitors, other audience members or any other persons, including as a result of intoxication; or
(b) behave in a manner that unreasonably interferes with other audience members enjoyment of the Premises, including through the use of cameras, mobile phones, personal computers, paging devices or other electronic devices.

Other Responsibilities
You must not:

(a) touch or interfere with the artwork or any other objects on display in exhibitions, displays or in the foyer of the Premises unless the item is clearly designated as an interactive element
(b) smoke or use e-cigarettes indoors at the Premises, or outside the designated smoking zone at the Sidney Myer Music Bowl;
(c) take photographs, audio, or video recording where this has been restricted;
(d) consume food or drink (including alcohol) purchased outside the Premises (except as expressly permitted at certain events at the Sidney Myer Music Bowl), unless otherwise indicated;
(e) purchase or consume alcohol at or on the Premises unless you are 18 years of age or older;
(f) bring animals onto the Premises, unless they are registered assistance animals;
(g) enter areas of the Premises not open to the public, unless authorised by the Trust; or
(h) bring bicycles, motorcycles, motorised/electric scooters or segways into the building without the express permission of the Trust.

Children under the age of 18 & Over 18’s Events
Children under the age of 18 must be under the supervision of a responsible adult (18 years of age or older) at all times. If the event is designated 18’s and over children under the age of 18 will not be permitted into the venue.

Use of your image
You consent to and authorise us to film, record or photograph you (Recording), and to reproduce Recordings in any audio, video, or photographic display or other transmission, exhibition, publication or reproduction in any medium or context for any purpose without further authorisation by, or compensation or attribution to you. All Recordings are our sole property and you release us from liability arising on account of such usage.

Security cameras are operating on the Premises and you acknowledge that you may be filmed.

Admission to events
You must have a valid ticket or entry pass to attend an event or performance and appropriate evidence of entitlement when purchasing a ticket or attending an event or performance with a concession.

You may need to stand to see the performance.

Further information is contained in our Terms and Conditions of Purchase.
COVID-19 Special Terms

The Trust has adopted special Terms and Conditions in light of the coronavirus (COVID-19) pandemic.

When you must stay at home

You must stay at home and must not attend the Premises if you:

(a) are required to self-isolate or quarantine due to:
being a confirmed case of COVID-19; or
having close contact with a confirmed case of COVID-19; or
living in or having been in a high risk area within Australia; or
having returned from overseas.
(b) have COVID-19 symptoms, or
(c) have been tested for COVID-19 and are awaiting test results.
The symptoms of COVID-19 include: fever, chills or sweats, cough, sore throat, shortness of breath, runny nose or loss of sense of smell.

COVID safety when you attend our Premises

When you attend our Premises, you must comply with any COVID-19 safety protocols or requirements notified to you by the Trust (including by way of signage at the Premises or by way of line markings on the floor). This includes complying with:

(a) Hand hygiene requirements;
(b) Appropriate cough and sneeze etiquette;
(c) Physical distancing requirements (including physical spacing requirements while queuing); and
(d) Person limits for particular spaces and areas, or Person density requirements.

Depending on the public health restrictions applicable at the time of your visit, requirements may also include:

(e) temperature checking; and
(f) wearing a properly fitted mask, unless eating/drinking or as otherwise advised, or unless you have an exemption.

Contact tracing information

You agree to provide us with any information we are required to collect for contact tracing purposes. You acknowledge that we may disclose contact tracing information to health authorities or as otherwise required or authorised by law. You acknowledge that we may retain the information for 28 days (or such longer period as required by law), after which time it will be deleted or destroyed. While we hold the information, we will take all reasonable steps to keep your contact tracing information secure and free from unauthorised access or use.

Entry may be refused or you may be required to leave

You may be refused entry or required to leave the Premises if you:

(a) refuse to comply with any COVID-19 safety protocols or requirements notified to you by the Trust;
(b) refuse to comply with any reasonable health and safety directions given by Trust representatives;
(c) refuse to provide contact tracing information to the Trust on request;
(d) are exhibiting symptoms of COVID-19, as notified to or as assessed by Trust representatives. These include: fever, chills or sweats, cough, sore throat, shortness of breath, runny nose or loss of sense of smell;
(e) have been tested for COVID-19 and are awaiting test results; or
(f) are required to be in self-isolation/quarantine due to:
being a confirmed case of COVID-19; or
having close contact with a confirmed case of COVID-19; or
living in or having been in a high risk area within Australia; or
having returned from overseas.
In these circumstances, Tickets will not be exchanged or refunded unless required by law (including the Australian Consumer Law).

You must notify the Trust immediately if you or any member of your group develop any symptoms of COVID-19 within 14 days of attending our Premises. Please contact our Safety & Security team immediately on (03) 9281 8316. Our team are available 24 hours a day.

Liability
You enter the Premises at your own risk. To the maximum extent permitted by law, the Trust will not be responsible for any loss, damage, harm or injury arising from your entry to the Premises.

Other Conditions
These Conditions prevail in the event of inconsistency with any specific conditions which may apply to:

(a) your use of the ACM Car Park, in which case the conditions will be clearly stated at the Car Park Entry Point and online; or
(b) certain events, in which case the conditions will be clearly stated on the event's webpage.

Privacy Statement
We collect, use and disclose personal information in accordance with our Privacy Statement, which is available at https://www.artscentremelbourne.com.au/privacy.

Complaints and Feedback
Consumers are encouraged to provide feedback on the services provided by the Trust. For information on how to provide feedback to the Trust visit www.artscentremelbourne.com.au/.