

Ticket Terms & Conditions

Entry to the Macksville Music Muster is sold or provided (including any resale or subsequent assignment) on the express condition that the holder is bound by the rules & regulations issued by the event organiser, the Rotary Club of Macksville (ABN 34 532 829 361). By purchasing this ticket, you agree to be bound by the Terms and Conditions contained herein and on the Macksville Music Muster website. 'You' and 'Your' refers to the customer. 'We', 'Us', 'Our', 'Muster' and 'Event Organiser' refers to the Rotary Club of Macksville its members, contractors, volunteers and authorized persons. This agreement means these terms and conditions and any other conditions specified by Us on Our website and booking forms.

Directions of Muster Staff: You must follow the reasonable directions of Muster staff as required and comply with the law at all times during the event.

Proof of Age: The Muster is open to all ages. You must have proof of age photo ID to consume alcohol in the Muster Site. We reserve the right to evict any underage person (or persons unable to provide proof of age ID) if found consuming alcohol.

Conditions of Sale: All bookings and ticket purchases are non-transferable and may not be sold or transferred by You. All tickets and products are priced in Australian dollars.

Refund and Cancellation Policy: As the Macksville Music Muster is a charity it does NOT provide refunds on tickets except where required by law. The Muster is an all-weather event and will take place rain, hail or shine. No refunds will be made if you choose not to attend due to inclement weather. Incorrect purchases are NOT guaranteed a refund and are at the discretion of the event organiser. There will be no refund on any unused portion of tickets if You or Your invitees are asked or forced to leave or if You decide not to attend any part of the Event.

In exceptional circumstances the Rotary Club of Macksville may consider a refund request in writing with supporting documents outlining the exceptional circumstances faced by an individual. The decision of the Rotary Club of Macksville will be final and in writing and no correspondence will be entered in to. No requests for "exceptional circumstances" refunds will be accepted within 7 days of muster commencement.

Wristbands: Your ticket will be exchanged for a wristband that you MUST keep on for the duration of the event. Anyone entering the site without a valid wristband will be deemed to have trespassed and will be handed over to the Police.

Damaged or defaced wristbands will not be accepted and wristbands which are removed or tampered with will be rendered invalid and will not be replaced. Replacement is not available for lost, destroyed or stolen wristbands, unless proof of purchase is presented.

Entry Conditions: Admission to the Muster site (including campgrounds) is at the ticket holders' own risk. Appropriate footwear and clothing must be worn at all times whilst on the Muster site. You acknowledge that neither We nor the venue will be responsible for any loss or damage to property (including personal property such as bags, money or other personal items) brought to or purchased at the Event by You or Your invitees. You will be liable for any loss or damage caused at the Event by You or Your invitees. In the event of injury or illness We may, at Your cost, arrange medical treatment and/or emergency evacuation as deemed essential for your safety.

The Muster site is a Glass Free Zone. No glass is to be brought into any part of the venue.

Recording of the Muster: Still photographs and audio or visual recordings of the Event, other than those used for personal use including social media posting, are prohibited. By attending the Event as a ticket holder, You consent to being included in any film and/or sound recordings of the Event that may take place and agree for these recordings to be used by the Event Organiser.

Behaviour: You must ensure that You and Your invitees act in an orderly manner when attending the Event. We may refuse entry or evict You or any of Your invitees if they are behaving in a disorderly, offensive, threatening or inappropriate manner towards any person.

Smoking Policy: No smoking is permitted in any indoor area of the Muster.

Alcohol: The Muster venue is not licensed, and BYO alcohol may be consumed on site. Any Patron wishing to consume alcohol must have valid photographic ID (Australian driver's license, 'Proof of Age' card or valid Passport). You must be of legal age (18 years) to consume alcohol at the Muster. If you are found supplying alcohol to a minor (a person under 18 years of age) you will be evicted from the Event and will be referred to the police.

Drugs: if you are found supplying, consuming or in possession of illicit drugs anywhere on the Muster site (including campgrounds) you will be evicted from the premises and will be referred to the police.

Release: To the fullest extent permitted by law, we do not accept liability of any nature for the acts, omissions or default of those providing services in connection with the Event or any liability for any injury, damage, loss, delay or additional expenses which are incurred at or in association with this Event. Where legislation implies any condition or warranty which cannot be excluded or modified, that condition or warranty will be deemed to be included in this agreement. However, our liability for any breach of such condition or warranty will be limited, at Our option, to the resupply of the services or the cost of having the services supplied again. In no event will We be liable for any indirect, consequential, exemplary or special damages.

Jurisdiction: This agreement is governed by the laws of New South Wales, Australia.