

Macksville Music Muster

Ticket Terms and Conditions

By purchasing a ticket or entering the Macksville Music Muster event site, patrons agree to the following Terms and Conditions.

1. Tickets and Entry

All patrons must hold a valid ticket for entry to the event. Tickets may be purchased online or at the gate subject to availability. Tickets must be presented upon arrival and may be checked by event staff at any time.

Event wristbands issued upon entry must be always worn while on the event site. Lost wristbands may not be replaced.

2. Refund Policy

Tickets are non-refundable except in the event of cancellation of the event by the organisers. If the event proceeds but a patron chooses not to attend, refunds will not be issued.

The event program, including artists and performance times, may be subject to change without notice. Such changes do not entitle ticket holders to a refund.

3. Weather

The Macksville Music Muster is an outdoor event and will proceed in most weather conditions. Patrons should come prepared for changing weather conditions. In extreme circumstances the organisers reserve the right to delay, modify or cancel performances for safety reasons.

4. Patron Behaviour

The event is a family-friendly environment. Patrons must always behave in a respectful and responsible manner.

The organisers reserve the right to refuse entry or remove any person behaving in a disruptive, unsafe or illegal manner. No refund will be provided in these circumstances.

5. Safety and Risk

Entry to the event site is at the patron's own risk. The organisers are not responsible for loss, theft or damage to personal property.

Patrons must comply with directions from event staff, security personnel and emergency services.

6. Alcohol and Illegal Substances

Illegal drugs and prohibited substances are strictly forbidden. Any person found possessing or using illegal substances may be removed from the event and referred to authorities.

Alcohol must be consumed responsibly and in accordance with licensing laws.

7. Camping and Vehicles

Camping is available in designated areas only. Patrons must follow directions from event staff regarding camping locations, vehicle movement and site safety.

For the safety of all patrons, a **maximum speed limit of 10 km/h always applies throughout the event site**. Drivers must take extra care around pedestrians, particularly in camping and public areas.

Vehicle movement may be restricted during peak between 5pm & 5am, event times and evening performances. Patrons may be required to keep vehicles stationary during concerts or periods of high pedestrian activity.

To ensure a comfortable environment for all campers, **quiet hours apply between 10:00pm and 7:00am**. During this time patrons are asked to minimise noise including generators, music and loud gatherings.

Generators must be used responsibly and comply with event noise guidelines.

Patrons are responsible for the security of their own vehicles, caravans, camping equipment and personal property.

8. Animals

Dogs and other animals are permitted on the event site provided they are **well behaved and kept on a leash at all times**.

Animals are **not permitted near food service areas or inside food vendor spaces** and must be kept **at the outer edges of marquees and public gathering areas** to ensure the safety and comfort of all patrons.

Owners are responsible for the behaviour and supervision of their animals at all times and must clean up after them. Any animal displaying aggressive or unsafe behaviour may be required to leave the event site.

Event organisers reserve the right to refuse entry or require the removal of any animal where necessary for safety or hygiene reasons.

9. Photography and Media

By entering the event site, patrons consent to photography, filming and recording which may be used by the organisers for promotional and marketing purposes without compensation.

10. Prohibited Items

The following items are not permitted on the event site:

- Illegal substances
- Weapons or dangerous items
- Fireworks or explosives
- **Glass bottles or glass containers**

Event organisers reserve the right to inspect bags, eskies and vehicles if required.

11. Event Changes

The organisers reserve the right to modify the event program, performance schedule or event layout where necessary.

12. Event Cancellation or Force Majeure

The organisers reserve the right to cancel, delay or modify the event due to circumstances beyond their control including severe weather, natural disasters, public safety concerns, government directives or other unforeseen events.

In the event of cancellation, ticket holders will be notified regarding refund arrangements where applicable.

13. Limitation of Liability

To the extent permitted by law, the event organisers accept no responsibility for any loss, injury or damage sustained by patrons while attending the event.

Patrons attend the event at their own risk and are responsible for their own personal property, vehicles and camping equipment.

Nothing in these terms excludes any rights or remedies that cannot be excluded under Australian Consumer Law.

14. Children and Minors

Children under the age of 16 must be always supervised by a responsible adult while on the event site.

Parents and guardians are responsible for the safety and behaviour of children in their care. Children must not be left unattended in camping areas, public areas or near event infrastructure such as stages, lighting towers or equipment.

The organisers reserve the right to intervene where the safety or wellbeing of a child may be at risk.

15. Fire Safety

Open fires are **not permitted** on the event site unless authorised by event organisers and conducted in designated areas.

The use of fire pits, campfires or solid fuel cooking appliances may be restricted depending on weather conditions, local fire regulations or fire danger ratings.

Patrons must comply with any fire safety directions issued by event staff or local authorities.

Gas cooking appliances must be used safely and in accordance with manufacturer instructions.

Failure to comply with fire safety requirements may result in removal from the event site.

16. Acceptance of Terms

By purchasing a ticket or entering the event site, patrons acknowledge that they have read, understood and agree to these Terms and Conditions.