



National Celtic Folk Festival - Portarlinton

TryBooking Terms and Conditions 2024

This event is presented and produced by the National Celtic Folk Festival Inc (NCF), a Not for Profit organization , ABN 18 463 289 261.

Tickets and Festival Attendance Conditions

Please read this information on conditions of sale and attendance together with TryBooking Terms.

Any Covid Safe measures that are in place will be in accordance with current Victorian State Government regulations.

On arrival at Portarlinton, you need to go to the Festival Office, which is at the main Festival Site at the rear of Parks Hall in Newcomb Street.

You must bring your e-ticket with you to the Festival Office, where it will be exchanged for a wrist band which you must wear at all times during the festival to gain access to ticketed venues.

Festival Office will be open:

Friday	June 7th	5.00pm – 10.00pm
Saturday	June 8th	9.00am – 10.00pm
Sunday	June 9th	9.00am – 10.00pm
Monday	June 10th	9.00am – 2.30pm

We must be able to verify your purchase at the Festival Office at Portarlinton – You may be required to present suitable proof of identity/age.

Each person must go to the Festival Office to have their wristband fitted. Wristbands cannot be collected for other ticket holders, family members or groups.

Your ticket is not transferable and only one ticket is valid per ticket purchased. Tickets cannot be on-sold by any means at a price greater than the purchase price of the ticket. Scalped tickets may be cancelled, and the ticket holder may not be permitted entry.

Ticket Price - processing fee per booking will be charged to you at the time of purchase.

(\$0.50 ticket fee + \$5.00 processing fee)

Valid Entry:

Festival Organisers reserve the right to refuse entry to any person who:

- cannot produce a valid e-ticket
- presents an e-ticket that has been purchased or obtained through an unauthorised source or by illegal means
- presents an e-ticket that has been duplicated.
- presents an e-ticket that is illegible or cannot be scanned

Once issued, wristbands are not to be removed or tampered with, and are not transferable.

Youth Ticket Policy and Proof of Age:

Youth tickets may only be purchased by an adult ticket-applicant/ticket holder.

Youth ticket holders must be accompanied by a parent or responsible adult over 21 years of age. We may need to verify that the contact for the responsible parent or adult is genuine.

Proof of age ID is required when collecting a youth wristband. Age must be under 18 on the last day of the Festival.

Lost, Stolen, Destroyed Ticket:

If your e-ticket has been destroyed, lost or stolen BEFORE the Festival starts, contact the Festival office on 0473 345 870. A new ticket can be issued and original will be cancelled but a ticketing fee may apply.

Lost or tampered with wristbands will not be replaced.

Searoad Ferry Package:

Return Sorrento to Queenscliff car ferry tickets on Searoad Ferries - includes Car (5.5 metres and under), driver and up to 3 passengers holding pre purchased Festival Tickets. This offer is only available here.

No Refund Policy:

The Festival will be held in any weather conditions.

The organisers reserve the right to change the program as required by circumstances and conditions at any time without notice.

In the event that the Festival has to be cancelled tickets will be refunded on request within thirty days of such request. If the Festival has to be postponed to a future date, tickets will be held valid for that date unless the holder requests a refund. The Festival may make available a Ticket Exchange program and there may be a handling charge applied.

Ticket transaction charges and booking fees will not be refunded.

Festival Organisers will not refund or replace any tickets when:

- the ticket holder is unable or chooses not to attend the event for any reason
- the e-ticket has been duplicated
- the weekend wrist band pass is lost, damaged, forged or stolen from someone else.

- the ticket holder has been refused entry or evicted from the premises in any of the circumstances outlined in the Terms and Conditions
- the event does not meet his or her expectations.
- ticketholder is unable to attend the event due to contracting Covid-19 or related symptoms or is required to isolate.

Refunds will not be provided for the balance of any unused drink ticket purchases.

Festival Entry Conditions:

Entry to the event and any event venues is at the ticket holder's own risk.

The ticket holder acknowledges that neither NCF nor an event venue will be responsible for any personal injury, or loss or damage to property (including personal property such as bags, money or other personal items) brought to or purchased at the event.

- The following are prohibited in Festival venues: glass bottles, cans, alcohol not purchased in the venue, illegal drugs, and dangerous items. We reserve the right to confiscate prohibited items and refuse entry without refund.
- Security officials and police have the right to search personal property of ticket holders for safety reasons. Refusal may result in entry being refused without refund.
- Alcohol served at the Festival may only be consumed in designated licensed areas.
- Under 18-year-olds must be in company of a responsible adult companion in licensed areas.
- Proof of age for children and youth may be requested by staff.
- For the safety of patrons and equipment any dangerous, irresponsible, unruly, offensive, disturbing or inebriated behaviour is not allowed, and offenders will forfeit their weekend or day pass and be ejected from the Festival.
- No backstage access is permitted.
- Footwear must be worn at all venues.
- The event organiser has all rights to film, photo and video production of this event and patrons may be filmed incidentally during the event.
- All event venues are smoke free.

Privacy

In purchasing a ticket, you consent to NCF collecting and retaining your data.

The information requested is only used to process your tickets – the information is not supplied to any third party.

NCF may send you direct marketing communication about our events – please opt out of receiving marketing materials from NCF by using the opt out options.

Admission to individual event venues and stages is subject to safe capacity limits, and National Celtic Folk Festival Inc reserves the right to refuse entry to any area if it has reached its safe capacity.