

These terms and conditions form a legally binding agreement between you and Open House Melbourne (ABN 68 295 482 310) (OHM) for the use and sale of tickets. By purchasing a ticket, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.

1. A valid ticket must be produced to gain entry to a ticketed tour, exhibition, program or event.
2. A booking cannot be confirmed without receipt of full payment.
3. Tickets are non-transferable and only one ticket is valid per ticket purchased.
4. Tickets are not to be duplicated for the purpose of falsifying entry.
5. Ticket holders should be prepared to produce valid photo identification at point of entry.
6. Concession ticket holders must produce valid identification for collection of tickets and tickets presented at the venue. If proof of entitlement is not able to be presented, ticket holders may be required to upgrade to a full price ticket. Individual concession cards must be presented to receive discounted tickets.
7. Unless an event is cancelled, rescheduled or significantly re-located (and you cannot or do not wish to attend the re-scheduled or relocated event), refunds will be processed on a case-by-case basis. No refund requests will be accepted less than 72 hours prior to the event start time, unless in the case of extenuating circumstances. All refund decisions made by OHM are entirely at the discretion of OHM.
8. Booking fees (including the \$7 booking fee for Weekend programs) contribute to ticketing administration costs and are non-refundable.
9. OHM reserves the right to add, withdraw, reschedule and/or vary advertised events, prices, seating arrangements and attendee capacity. If the listed ticket price is discounted after you purchase your ticket, you will not be entitled to a refund. If an event is cancelled, your ticket may be exchanged or refunded via the point of sale.
10. If an error in ticket pricing occurs, OHM may cancel and refund your ticket sold at the incorrect price.
11. Your ticket may not, without the prior written consent of OHM, be resold or used for advertising, promotions, contests or sweepstakes. Further, tickets cannot be on-sold by any means at a price greater than the purchase price of the ticket. If a ticket is sold or used in breach of this condition, the ticket may be cancelled without a refund and the ticket holder may be refused admission to the event.
12. Listed ticket prices include GST if applicable but do not include variable transaction fees that are applied to each purchase.
13. To the extent permitted by law, OHM's liability to you will be limited to the price of your ticket plus any transaction fees.
14. Advertised start times and running times of the events are a guide only and are subject to change.

15. Entry to events is subject to capacity at the time of arrival. Late arrival for exhibitions, events and programs may result in you being denied entry. Your ticket may be on-sold in the event you arrive after the advertised start time of the event. In these circumstances, you will not be entitled to a refund.
16. OHM staff reserve the right to inspect any bag, luggage or object, however described, upon entry to and before leaving a building.
17. OHM staff may refuse entry or evict a ticket holder if they compromise the health, safety or welfare of staff with aggressive or abusive behaviour, or if they are causing a disturbance to other attendees (including being noisy, drunk, threatening or unruly), or the event in general. This includes adults, children and babies.
18. By using your ticket, you consent to appearing in photographs, motion pictures and video taken in areas where the event is taking place and you hereby release OHM from liability arising from or in connection with the use of such photographs, motion pictures and/or videos.
19. By using your ticket, you release OHM to the greatest extent permitted by law from all claims you may have for any loss, damage, injury, liability or expense you or a minor in your care may suffer, arising from or in connection with attendance to an event for any reason whatsoever, including those arising from personal injury, property loss/damage or death.
20. Any data collected for marketing purposes from this event will be held strictly in accordance with the Australian Privacy Principles.