



## Ticket Holders Information & Conditions of Entry

### Rochford Wines - Yarra Valley

**Location:** Rochford Wines, 878-880 Maroondah Hwy, COLDSTREAM 3770 (Cnr Hill Rd & Maroondah Hwy)  
Melways Reference: 277 D9

#### Tickets

- **Before you leave home** please ensure you have your **ticket**/e-ticket/booking confirmation & **ID** with you.
- Ticket conditions are printed on the reverse side of your tickets and also displayed on our website [rochfordwines.com.au](http://rochfordwines.com.au)
- No refunds will be given and booking fees are also non-refundable.
- There are **NO PASS OUTS** (except in the case of adverse weather conditions or in an emergency).

#### Drop off & Pick up

Please **DO NOT** organise to be picked up (or dropped off) anywhere other than the designated drop off & pick up area. We request you utilise this area for your safety & to keep traffic flowing smoothly.

#### Entry & Exit of the Venue

On the day of the concert our main gates are closed for general entry.

- The alternate Hill Road car park gate will be open; directional signs to this car park are placed on Hill Road.
- During an Event, patrons must remain on designated pathways and follow official directions by Venue staff and security.
- **Warning:** The Venue is an outdoor venue and whilst all care has been taken to make the Venue safe, the Venue may contain dangerous and uneven surfaces. Patrons should exercise all care and caution when entering or on the Venue premises.
- In the Event of an emergency situation or evacuation, you must follow all official directions by Venue staff & security.

#### Parking

- For your safety, parking is not permitted on Maroondah Highway, Hill Rd or Maxwells Road - there is ample parking on site. On entering Rochford Wines you will be directed to the car parking area.
- Disabled access is available; please ensure that you have the appropriate tag displayed on your vehicle.
- Signs will direct you from the car park to the box office & concert entry gates.

#### Leaving the concert

We request that you keep our neighbours in mind & exit in a quiet manner.

Crowd Control staff & Police are present at the venue to monitor the traffic (& patron behaviour).

#### Items Not Permitted

- **Strictly NO BYO Alcohol or soft drink.** This is a fully licensed event.
- **Strictly NO BYO Food.** Food trucks catering to most dietary requirements are open for the duration of the event.
- **NO** tables or umbrellas, professional or SLR cameras, video or recording equipment, selfie or Go Pro sticks, glass (this includes wine glasses, jars, or any other containers or items made of glass), metal cutlery (this includes bottle openers), tents or sun shelters, beanbags.
- It is a condition of entry to all Events that a search of person or possessions may be required at the time of entry to the Venue. **All bags** are subject to a safety & security search upon entry. Any prohibited items will be confiscated & Rochford Wines **will not** be responsible for them.

#### Seating

- For seating on the lawn we suggest you bring a picnic rug or small camping chair. Please keep in mind after a wet week the ground may still be damp even if the weather is glorious. You may wish to pack a waterproof sheet to sit on.
- Deckchairs are allowed, however tables or umbrellas are not permitted.

#### Dress

We suggest comfortable casual wear. As the Rochford Wines concert arena is a short walk from the car park, we suggest comfortable flat-heeled shoes. Yarra Valley nights are notoriously cool - even following a warm day. No prizes for guessing why our suburb is called Coldstream! Please bring something warm & waterproof to put on and/or sit on just in case.

**Smoking** is ONLY permitted in marked designated smoking areas. Smoking is NOT permitted in the Reserved Seating areas.

#### Refreshments

- Rochford Wines is a fully licensed venue - there is **NO BYO**. Patrons found to have brought alcohol into the Venue will be evicted from the Venue. Patrons who wish to consume alcohol must have photo ID. It is an offence to supply minors with alcohol and anyone found supplying minors with alcohol will be evicted from the Venue.
- Wine, beer & soft drinks will be available from stalls around the concert arena, open before & during the concert.
- The Bars generally close within 15 minutes of the Main Act beginning (Subject to change due to licensing requirements).
- *Rochford Wines adheres to Responsible Service of alcohol guidelines.* **DON'T MISS THE SHOW – Stay in Control**

#### Lost Property

Rochford Wines is not responsible for any lost, stolen or damaged personal property.

#### Rochford Wines Hours

Rochford Wines (Restaurant and Cellar Door) will be closed for normal business on the day of the concert.

On Concert days a general information phone message will be played on (03) 5957 3333 or visit our website [www.rochfordwines.com.au](http://www.rochfordwines.com.au) On any other day Rochford Wines is open from 9am to 5pm.

**DON'T MISS THE SHOW – Stay in Control.**  
**All patrons must adhere to local licencing laws.**  
**Intoxicated or disorderly patrons will be evicted from the venue.**

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**Purchase Policy for Rochford Wines Concert/Events**

Our goal at Rochford Wines is to make your purchasing experience easy and efficient. The following purchase policies are designed to ensure your satisfaction and understanding of the purchase process of Rochford Wines. If you have any questions about the information below, please contact us, on [ticketsales@rochfordwines.com](mailto:ticketsales@rochfordwines.com) or 03 5957 3333. Each ticket that you purchase is a license to attend a particular event, and is subject to the additional terms set forth on that ticket.

**Currency**

All ticket prices for events/concerts are stated in Australian Dollars. Rochford Wines has several methods of payment to accommodate your needs, including: MasterCard, Visa and AMEX.

**Who You Are Buying From**

Rochford Wines acts as the agent/venue for the promoters or persons organising the events. Rochford Wines will process tickets booked through Rochford Wines, on behalf of the promoters or persons organising the events.

**Pricing and Availability**

Rochford Wines sells tickets on behalf of promoters, tour operators and bands, which means that Rochford Wines does not set the ticket prices or determine seating locations for International acts (only). Tickets for events are also sold through several ticketing distribution points, including Online, Contact Centres, Outlets and Box Offices. Therefore, tickets for popular events may sell out quickly. Occasionally, additional tickets may be available on the day of the event/concert, however Rochford Wines does not control its availability or sell tickets on the day. Event Providers will determine this on the day of event.

**Processing Fees**

Tickets purchased on rochfordwines.com, via phone or at the venue are subject to a non-refundable transaction fee.

**Amount of Tickets per Customer or "Ticket Limits"**

When purchasing tickets through Rochford Wines, there may be restrictions on tickets for certain concerts/events. This means that you may be limited to a specified number of tickets for a certain event (also known as a "ticket limit"). This amount is included on the event page and is verified with every transaction. This policy is in effect to discourage unfair ticket advantage practices.

**Web Order Confirmation**

If you do not receive a confirmation number (in the form of a confirmation page or email) after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to confirm with Rochford Wines whether or not your order has been placed. Rochford Wines will not be responsible for losses (monetary or otherwise) if you assume that an order was not placed because you failed to receive confirmation.

**Opening Acts**

Opening acts or guests may sometimes tour with headlining performers. These opening acts are subject to change or cancellation at any time without notice. No refund will be owed if an opening act is changed or cancelled.

**Cancelled Events**

Occasionally, events/concerts are cancelled or postponed by the promoter, venue, tour operator or band due to weather conditions or situations affecting the staff or audience. When this occurs, Rochford Wines makes every effort to ensure you are contacted and receive a prompt refund if applicable. If an event/concert is cancelled, please contact us for information on receiving a refund. If the event is moved or rescheduled, the promoter/tour operator may set refund limitations. Please contact us for exact instructions and make sure you provide the name that the tickets were booked under so we can expedite your refund if applicable. Please **only** contact us if tickets were purchased through Rochford Wines, as you will need to return the tickets directly to us.

**Refunds and Exchanges**

Before purchasing tickets, carefully review your ticket selection. Policies set forth by Promoters and Tour Operators prohibits Rochford Wines from issuing exchanges or refunds after a ticket has been purchased or for lost, stolen, damaged or destroyed tickets.

**Billing Information**

Orders are processed only after a billing address, and other billing information, has been verified. Occasionally, we receive incorrect billing or credit card account information for a ticket order that can delay processing and delivery. In these cases, Rochford Wines will attempt to contact you, using the information provided at the time of purchase. If Rochford Wines is unable to reach you after its initial attempt, Rochford Wines may cancel your order and may sell your tickets to another customer.

**Delivery of Tickets and Box Office Pick Up**

Occasionally, we receive incorrect email address or credit card account information for a ticket order that can delay processing and delivery. Tickets ordered through Box Office Pick Up are typically available one hour prior to the event start time. You will need to present your Rochford Wines web site order or if booked over the phone the ticket consultant will inform you of procedural details. You will need photo identification to pick up tickets.

**Pricing and Other Errors**

If the amount you pay for a ticket is incorrect, regardless of whether this is due to an error in a price posted on this web site or otherwise communicated to you; or you are able to order a ticket before its scheduled on-sale or presale date; or you are able to order a ticket that was not supposed to have been released for sale, then: Rochford Wines will have the right to cancel that ticket (or the order for that ticket) and refund the amount that you paid. This will apply regardless of whether this was due to human error or a transactional malfunction of the Rochford Wines web site or other event/concert ticketing system.

**Security Search**

You and your belongings may be searched on entry. Upon entry to the venue you consent to such searches and waive any related claims that may arise. If you elect not to consent to such searches, you may be denied entry to the event without refund or other compensation. Under certain facility rules, certain items may not be brought into the premises, including without limitation: alcohol, cameras, recording devices, glass, metal cutlery, umbrellas, aerosols, tables, tent and sun shelters, drugs or controlled substances.

**Limitation of Liability**

Rochford Wines encourages sun smart practises by all patrons. On all event material whether it be ticket holder's information or brochures etc, we encourage all patrons to bring a hat and sunscreen to our outdoor events. During extreme weather conditions we will endeavour to provide extra shelter for patrons, but coverage for all is not possible (please call Rochford Wines on day of event and listen to message for details). Rochford Wines cannot be responsible for Australian weather conditions.

From time to time objects may fly into the concert area during an event. Despite our best efforts to shield patrons, injury can occur. Stay alert at all times before, during and after performances. If struck, immediately ask a staff member for directions to First Aid. By purchasing a ticket through Rochford Wines, you agree to the terms of this Purchase Policy on behalf of yourself and any accompanying minor(s). You assume all risks are incidental to the event for which a ticket is issued, whether before, during or after the performance.

**License; Ejection and Cancellation**

Event Providers and the Venue reserve the right, without refund of any amount paid, to refuse admission to, or eject, any person whose conduct management deems disorderly, who uses vulgar or abusive language, or is intoxicated; or who fails to comply with Event Provider and Venue rules. Breach of terms or rules will terminate your license (privilege) to attend the event without refund. A ticket is not redeemable for cash.

**Recording, Transmission and Exhibition**

You agree not to record or transmit, or aid in recording or transmitting, any description, account, picture, or reproduction of the event/concert. You grant permission to utilize your image, likeness, actions and statements in any live or recorded audio, video, or photographic display or other transmission, exhibition, publication or reproduction made of, or at, the event/concert (regardless of whether before, during or after performance) in any medium or context without further authorization or compensation.

**Designated Areas; Restaurant, General Admission, Marquees, Deck or Courtyard.**

The venue reserves the right to eject, any person whose conduct management deems disorderly, who uses vulgar or abusive language within designated areas. All packages with beverages included are to be consumed within the designated area. Failure to comply with these conditions, management reserves the right to remove ticket holder from the area. Breach of terms or rules will terminate your privilege to attend the area without refund. A ticket is not redeemable for cash.

**Lost Property**

Rochford Wines is not responsible for any lost, stolen or damaged personal property.

**Privacy Policy**

Rochford Wines may at times hold information about you that is collected in line with the National Privacy Act. We also endeavour to keep our lists updated with the government's 'Do Not Call' register. We will not share or disclose information about you without your prior consent. By purchasing via our online website, phone or entering competition or promotions run by Rochford Wines you may receive promotional material from time to time from us. This may be in the form of email, SMS, or postal mail. If you would like to know what information Rochford Wines has on file about you or would like your information removed, please contact our IT Manager direct. At anytime you can unsubscribe from this service by clicking the 'unsubscribe' link on our website or contacting Rochford Wines direct.