

Rochford Concert Lounge Terms & Conditions of Sale

What you are agreeing to

1. By visiting, using or purchasing any tickets via this website you agree to be bound by these Terms and Conditions.
2. The Presenter reserves the right to add, withdraw, reschedule or substitute artists and/or vary programs, prices, venues, seating arrangements and audience capacity.

Conditions of Sale

1. All Prices quoted are in Australian Dollars and include local taxes (GST).
2. Online sales will cease when the allocation of tickets is sold, at a time otherwise specified by Presenter or usually 2 hours before doors open for the event.
3. Both Rochford Concert Lounge (We) and the Presenter reserve the right not to sell tickets to any person, agent or company.
4. Tickets will be delivered to you by email as e-Tickets in PDF format.
5. Tickets may not, without the prior consent of the Presenter, be resold or offered for resale at a premium over the face value of the ticket (including via on-line auction sites) or used for advertising, promoting or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services either by the original purchaser or any subsequent ticket holder.

Refunds and exchanges

6. Rochford Concert Lounge acts as venue for the Presenter, and as such, We can only refund tickets in accordance with the Presenter's terms and conditions.
7. The Presenter reserves the right to alter the date and the entertainment as advertised, without prior notice to you. Your entitlement to a refund in such circumstances is determined by the Presenter. Please contact Rochford Concert Lounge directly first in order to determine your eligibility for a refund.
8. If the date, time or venue of an event is rescheduled or changed, your ticket will remain valid for the rescheduled date, time and venue.
9. If the Presenter authorises a Refund, We will refund to you the ticket price.
10. Any refund payable can only be made back to the credit card (whether temporary or otherwise) used in the original transaction.
11. Notwithstanding these terms and conditions, if You use a "disposable" or "temporary" credit card (such as those purchased over the counter at supermarkets) for Your online purchase We are not able to make any refund to you unless
 - a) you can provide full details of the credit card;
 - b) the credit card remains valid; and
 - c) you can produce the online purchase receipt.

Changes to Terms and Conditions

12. The terms and conditions that apply to any particular transaction will be the published terms and conditions at the time the transaction was finalised. Subject to the preceding sentence, we or the Presenter may alter or change the terms and conditions as they appear on our website from time to time effective immediately from posting on the web site.
13. You should periodically check this page of the Rochford Concert Lounge web site and the Presenters web site to ensure that you are aware of the latest terms and conditions.

What happens if you have an inquiry or complaint?

14. For inquiries or complaints regarding the sale and delivery of tickets please contact us by email at ticketsales@rochfordwines.com.au or telephone 03 5957 3311.
15. For inquiries or complaints regarding the staff and / or amenities at a venue or event, please contact the venue management.
16. For inquiries or complaints regarding the artist's performance, sound or lighting or production quality, please contact the Presenter.

Data Security

17. When We process your order We collect your credit card and personal information in accordance with Our Terms and Conditions, our Privacy Policy and our Privacy Collection Notice.
18. If you are concerned about using your credit card online please contact us for assistance.
19. If you deny or dispute a charge on your credit card made by us, please contact us immediately. We consider credit card fraud to be a serious offence and we aim to prosecute each case to the fullest extent possible.