VIP EXPERIENCE TERMS AND CONDITIONS

Live Nation VIP Package Terms and Conditions:

- Please note that the contact details provided at the point of purchase (email, mobile, mailing address) are the details used to communicate all VIP information.
- An EMAIL, will be sent 2-5 business days before the event with timings and additional information. Please contact Live Nation here if this is not received. We also send reminder texts the day of the show detailing the time and location of check in. It is your responsibility as the purchaser to follow up information if you have not received it from us 2-5 days before the show.
- VIP purchasers may need to arrive 1-3 hours before doors open to ensure delivery of all benefits.
- Original purchasers name must be known in order to check-in and receive your benefits.
- If a VIP Gift (e.g. laminate, drink voucher or merchandise item) is included in the VIP package you purchased, unless otherwise notified, VIP gifts will only be available for collection pre-show from the VIP check-in at the venue. VIP Gifts will not be dispatched after the show.
- Given the dynamic nature of live events, we may need to make changes to parts of your VIP Package including seating and entry arrangements, start times, merchandise, food and beverage service arrangements and other things. When changes need to be made, where possible, we will endeavour to provide alternatives that overall have an equivalent value as your package.
- If applicable, Early Entry refers to first access onto the floor, there is no sectioned off area (unless otherwise stated).
- If applicable, collectible laminate is commemorative only and does not gain or authorise access into the venue or backstage areas.
- Choose carefully as we will not provide refunds for a change of mind or because you can't make the event. Refunds and exchanges will only be made subject to ticketing terms and conditions, and applicable law, including the *Australian or New Zealand Consumer Law.*
- For any questions regarding your concert ticket, please reach out to the point of purchase.
- For any enquiries about your VIP Experience check out our FAQ's or submit a request here.

**In the event of any conflict or inconsistency between these terms and conditions and the ticketing terms and conditions, the ticketing terms and conditions shall take priority to the furthest extent permitted by law.*