



EVENT TERMS AND CONDITIONS – MAITLAND LIBRARIES

1. EVENT TICKETS

1. The ticket for the event, performance, activity or venue (the event) is sold/booked through Maitland City Council, on behalf of the organisation promoting and responsible for the event (responsible organisation) and is subject to any and all conditions applicable to the event. All correspondence about the event should be made to the responsible organisation.
2. The right is reserved to vary advertised programmes and to add, withdraw or substitute artists and facilities and reschedule performances as necessary.
3. The right of admission is reserved and is subject to the responsible organisations and venue's terms of admission.
4. Latecomers may only be admitted where/if possible, at a suitable break in the event and is subject to the responsible organisations and venues terms of admission. No refunds will be given due to late arrival.
5. All booking cancellations must be made in line with these terms and conditions.
6. Payment in full is required for all paid events and workshops and payment must be made through booking site. Cash payments are unfortunately not accepted currently.
7. If you've signed up for an event or workshop but can no longer attend, please promptly cancel your tickets. Doing so will open spots for others who wish to enrol.
8. Tickets cannot be resold without authorization, which includes their use for advertising, promotion, or any other commercial purposes. Tickets found in breach of this condition may be cancelled without prior notice or refund.
9. Events, sessions, or workshops that are missed are not eligible for refunds, credits, or rescheduling. Face-to-face programs cannot accept additional participants due to health and safety concerns.

2. REFUND POLICY

Reservations for paid events or workshops may qualify for a refund if cancelled up to 7 days prior to the commencement date. However, cancellations within 7 days of the event start date will not be reimbursed. After this date, if you are unable to attend the event, you can transfer a ticket to a friend. This will need to be completed through the organiser to ensure the ticket is transferred correctly to the new participant. Library staff would be happy to assist you with this process.

While our cancellation policy is strictly upheld, exceptions for extenuating circumstances may be considered on an individual basis.

Should the event be cancelled by the organisers, refunds will be provided to all participants in line with Council's refund process

3. FOR PARENTS / CAREGIVERS

1. We want to emphasize that we do not accept responsibility for unattended or unsupervised children during library events and workshops. While our staff members will provide care and attention to all event attendees, they are unable to supervise children or serve as substitutes for childcare.

Additionally:

2. Our libraries are not equipped to care for ill children. If a child is identified as unwell, parents will be requested to attend to them.
3. Our libraries promote active learning outcomes through events and workshops. It is expected that all participants show respect for others' learning and adhere to any instructions provided by the facilitator. We retain the right to ask participants to leave an event or workshop if expectations are not met.
4. Tickets designated for accompanying parents or carers cannot be transferred or used for a child's attendance.
5. Children must be always supervised by a parent or carer when in the toy library. Library staff do not accept responsibility for unattended or unsupervised children engaging with the toy library. Staff also reserve the right to ask parents or carers to leave the toy library space if supervision expectations are not adhered to, to ensure safety of child(ren).

