

TE ATAMIRA

Terms and Conditions of Sale

1. Ticket Purchases

Tickets sold through Te Atamira are sold on behalf of the organisation responsible for the relevant event and are subject to these Terms & Conditions and any additional event-specific conditions communicated at the time of booking.

Tickets are subject to availability and issued according to the best available. Tickets to individual sessions at all venues at Te Atamira are general admission, unless otherwise specified.

Ticket prices include GST and applicable Humanitix booking fees.

Tickets are non-transferable between events.

For discounted tickets, proof of eligibility, such as valid student identification or a Community Services Card, may be requested at the venue.

Each attendee must hold a valid ticket unless the event's conditions state otherwise. Your tickets will be emailed to you to download to your mobile device for scanning at the venue.

Accessing Your Tickets

Help us reduce waste by using your mobile device to display your eTicket instead of printing. Simply open the Humanitix ticket on your phone and ensure your screen is clear and brightness is turned up for easy scanning at entry. If you prefer to print, please do so responsibly. However you choose, don't forget to bring your eTickets – you'll need them to get in!

Door Sales

Door sales allocations are available for shows not already sold out; these tickets will be on sale at the venue 30 minutes prior to sessions/performances.

Latecomers and Admission

We reserve the right to admit latecomers only at a suitable point in the performance. The right of admission is reserved, subject to applicable law and the event's published conditions.

2. Cancellations, Changes and Refunds

The Te Atamira Whakatipu Community Trust reserves the right to alter without notice the advertised schedule of artists, performances or programmes.

Tickets are generally non-refundable and non-exchangeable if a customer changes their mind or is unable to attend. While we do not offer refunds in these circumstances, if you find you are unable to attend an event, we encourage you to gift the joy to someone or let us know and we can pass on for you. Please note Te Atamira Whakatipu Community Trust is not responsible for any exchanges made between third parties.

If a show is cancelled, the ticket price will be refunded. Transaction fees are non-refundable, subject to any rights or remedies required by New Zealand law.

If a guest artist or speaker gets sick and can no longer travel or participate, events may be postponed or cancelled. We will offer exchanges or refunds to our ticket holders in this instance.

If an event is postponed or significantly changed, ticket holders will be advised of the available options in accordance with the applicable event conditions and New Zealand law.

Nothing in these Terms & Conditions excludes or limits any rights or remedies that cannot lawfully be excluded or limited under New Zealand law.

3. Privacy, Respect and Disruption

We take privacy and respect for others very seriously. Except for our team, and individuals expressly authorised by Te Atamira, the use of recording devices including mobile telephones, cameras, microphones and digital dictaphones is strictly prohibited at all Te Atamira venues during shows. This restriction also applies at our venues (including outside) both before and after shows. Anyone breaking this rule may be asked to leave immediately.

The use of mobile telephones or other similar devices is not permitted during shows.

Only media representatives or journalists who have been pre-accredited for each event, and the Te Atamira Team, may record or film the event, or conduct interviews on event premises. Accreditation will be in writing and will be confirmed via email from one of the Te Atamira directors.

Te Atamira is committed to providing a safe space for everyone. We have a zero tolerance for bullying and discriminatory behaviours.

4. Ticket-holder Information and Privacy

Te Atamira provides ticketing services for events delivered by Te Atamira and, in some cases, on behalf of external organisations.

Where Te Atamira provides ticketing services for an external event, Te Atamira may share limited ticket-holder information with the event organiser where reasonably necessary for the delivery and administration of that event. This may include ticket-holder names, email addresses and mobile numbers where provided.

The event organiser must:

- Use ticket-holder information only for purposes directly related to the delivery and administration of the event.
- Keep the information secure and take reasonable steps to prevent unauthorised access, use or disclosure.
- Not disclose the information to other parties unless authorised or required by law.
- Not use the information for marketing or add ticket holders to mailing lists unless the individual has expressly opted in to receive communications from the organiser.
- Limit access to information to what is necessary for the relevant event and delete or securely dispose of it when it is no longer required, subject to any legal retention requirements.

Te Atamira handles personal information in accordance with its privacy policy and applicable New Zealand privacy legislation.

5. Health & Safety

Te Atamira is required to comply with the latest Government health advice at the time of the event.

We are committed to the safety and wellbeing of our community first and foremost. If a guest artist or speaker gets sick and can no longer travel or participate, events may be postponed or cancelled. We will offer exchanges or refunds to our ticket holders in this instance, in accordance with applicable New Zealand law.

Accessibility

Te Atamira is committed to making our events welcoming, inclusive and accessible. Our venue is wheelchair-friendly, and assistance dogs are welcome. If you have any accessibility requirements or would like to discuss your visit ahead of the event, please get in touch with our team at hello@teatamira.nz, and we'll be happy to help.

6. Website Disclaimer

Te Atamira takes reasonable care to ensure that information published on its website is accurate and up to date. However, event details and website content may change, and Te Atamira reserves the right to make updates where necessary.

7. Acceptance of Terms

By purchasing a ticket through Te Atamira's website or box office, you acknowledge and agree to these Terms & Conditions and any applicable event-specific conditions, subject to your rights under New Zealand law.

View the full booking Terms & Conditions online via the link provided on the relevant Humanitix event page.

For assistance or questions about these Terms & Conditions, please contact Te Atamira at hello@teatamira.nz