Ballaarat Mechanics' Institute

TICKETING SERVICES – CLIENT JUSTIFICATION NOTICE

1. Purpose of this Notice

This Notice outlines the basis on which the Ballaarat Mechanics' Institute (BMI) manages ticketing for events presented within the venue.

It explains the requirement for use of BMI's approved ticketing platform, the application of ticketing service fees, and the legal and operational obligations that inform BMI's ticketing practices.

This Notice should be read in conjunction with the BMI Ticketing Services Agreement, BMI Ticketing Terms & Conditions, Australian Consumer Law, and the Live Performance Australia (LPA) Ticketing Code of Practice.

This agreement is in effect as of 1st of February 2026, for all ticketed events held at the BMI. It applies to all new events quoted after that date.

2. BMI as Authorised Ticket Seller

For ticketed events presented at BMI, BMI acts as the Authorised Seller of tickets.

This arrangement ensures that ticketing practices are compliant with Australian Consumer Law, consistent with the LPA Ticketing Code of Practice, administered lawfully and transparently, and managed consistently for patrons, presenters, and venue staff.

As Authorised Seller, BMI is responsible for ticketing configuration, patron communications, refund administration, financial reporting, and settlement.

3. Requirement to Use BMI Ticketing Services

Where an event is ticketed, use of BMI's approved ticketing platform is mandatory unless otherwise agreed in writing.

This requirement exists to ensure secure and compliant payment processing, fraud prevention and ticket validity assurance, consistent Conditions of Entry and venue enforcement, accurate attendance data for operational, safety, and accessibility planning, and timely communication with patrons in the event of program changes, cancellations, or emergencies.

4. Ticketing Service Fees

Where BMI is engaged to coordinate ticketing for an external presenter, a ticketing coordination fee applies.

The ticketing coordination fee contributes to the cost of ticketing event setup and configuration, coordination of secure payment processing, patron communications including confirmations and notifications, administration of refunds and exchanges in line with legal requirements, financial reconciliation and reporting, and box office system integration and event readiness.

The BMI ticketing coordination fee is 2% of the agreed ticket price per ticket sold.

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Third-party ticketing platform fees and payment processing charges are separate and are confirmed prior to tickets going on sale. Where applicable, these fees are disclosed to patrons at the point of sale.

5. Refunds, Cancellations, and Event Changes
Refunds, exchanges, cancellations, and rescheduling are managed in accordance with Australian Consumer Law, the Live Performance Australia Ticketing Code of Practice, and BMI Ticketing Terms & Conditions.
Where refunds are required by law, compulsory fees are refunded.
Unless otherwise agreed in writing, the event presenter is financially responsible for all refund costs arising from their event, including compulsory fees.
BMI manages refund processes to ensure compliance, consistency, and fair treatment of patrons.

6. Scope of Ticketing Services
BMI ticketing services do not include marketing or audience development, advertising or publicity, artist fees or presenter costs, or event production or programming decisions.
Any additional services must be agreed separately in writing.

7. Consistency and Fair Application
BMI applies its ticketing requirements and fees consistently across presenters to ensure transparency, fairness, compliance with legal and industry obligations, and operational sustainability.
These arrangements support professional, community, and not-for-profit presenters by providing a clear and predictable ticketing framework.

8. Enquiries
Questions regarding ticketing arrangements should be raised with BMI prior to tickets going on sale so that requirements can be confirmed in writing.

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