



# Ballaarat Mechanics' Institute

## Ticketing Terms & Conditions

Last Updated: 29/01/2026

### 1. About These Terms

These Ticketing Terms & Conditions apply to all tickets issued for events presented by, or hosted at, the Ballaarat Mechanics' Institute (BMI). By purchasing or holding a ticket, patrons agree to comply with these Terms.

BMI reserves the right to amend these Terms from time to time. The version in force at the time of ticket purchase will apply.

### 2. Ticketing Platform & Authorised Sellers

BMI uses Humanitix as its primary ticketing platform.

Tickets should only be purchased through Humanitix or other authorised ticket sellers approved by BMI. BMI is not responsible for tickets purchased through unauthorised sellers. Humanitix ticketing fees are applied per transaction and are set by Humanitix. These fees are non-refundable except where required by law.

### 3. Ticket Prices & Fees

- Ticket prices are set by the event presenter or BMI and include GST where applicable.
- A ticketing service or administration fee may apply and will be clearly disclosed at the time of purchase.
- Where permitted, BMI may apply a venue-level ticketing or administration fee in accordance with its Ticketing Services Agreement.

### 4. Refunds, Reschedules & Relocations

Unless otherwise stated for a specific event:

- Tickets are non-refundable if a patron changes their mind or is unable to attend.
- Exchanges may be offered at the discretion of the event presenter or BMI.
- Booking, transaction, and ticketing fees are not refundable.

Event cancellation:

If an event is cancelled, patrons will be entitled to a refund of the ticket price paid (excluding non-refundable ticketing fees), or another remedy as required under Australian Consumer Law.

Event reschedule:

If an event is rescheduled, tickets will remain valid for the new date. Patrons who cannot attend the rescheduled event may request a refund within a reasonable timeframe.

Significant relocation:

If an event is significantly relocated, such that the nature of the experience and/or the geographic location is fundamentally altered, patrons may request a refund prior to the relocated event.

Refund process and cut-off dates:



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Where an event is rescheduled or significantly relocated, BMI or the event presenter will communicate the refund process and any applicable cut-off date as part of the notification to ticket holders.

## 5. Event Changes

BMI and event presenters reserve the right to make reasonable changes to advertised programs, artists, content, running times, seating arrangements, or venue configuration. Such changes do not automatically entitle patrons to a refund..

## 6. Admission & Conditions of Entry

- A valid ticket must be presented for entry.
- Admission is subject to venue capacity, applicable session times, and any specific event conditions advised at the time of purchase.
- Late entry may not be permitted for some events.
- Some events may have age restrictions or content warnings.
- Entry may be refused, or patrons removed, if they engage in unsafe, disruptive, or inappropriate behaviour.

## 7. Accessibility & Companion Tickets

BMI is committed to accessibility and inclusion.

Accessibility information will be provided where possible for individual events. Companion tickets may be available for eligible patrons.

## 8. Recording & Photography

Photography, audio recording, or video recording may be restricted for some events.

By attending an event at BMI, patrons consent to being photographed or filmed for archival, promotional, or reporting purposes, unless otherwise stated.

## 9. Ticket Resale & Scalping

Tickets must not be resold, offered for resale, or used for commercial or promotional purposes without the express consent of BMI or the event presenter.

BMI reserves the right to cancel tickets that have been resold or offered for resale in breach of this condition, without refund.

## 10. Interrupted or Incomplete Performances

Where an event is interrupted, not completed, or an incident occurs that fundamentally affects the enjoyment of the event, BMI or the event presenter will consider appropriate remedies on a case-by-case basis, in accordance with Australian Consumer Law.

## 11. Privacy & Data

Personal information collected through ticketing is handled in accordance with BMI's Privacy Policy and Humanitix's Privacy Policy.



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## 12. Liability & Force Majeure

BMI is not responsible for cancellations, delays, or changes caused by events beyond its reasonable control.

Patrons attend events at their own risk.

## 13. Consumer Law

Nothing in these Terms excludes, restricts, or modifies any rights available under the Australian Consumer Law.

## 14. Contact

Ballarat Mechanics' Institute

Email: [Bookings@ballaratmi.org.au](mailto:Bookings@ballaratmi.org.au)

Phone: 0419677713

Website: [www.ballaratinstitute.org.au](http://www.ballaratinstitute.org.au)