

Covid Safe Terms and Conditions

Purchase of Tickets

1. Contactless payment is the preferred method of payment.
2. Tickets will be sent via email to the ticket purchaser or will be available for collection at the box office after showing proof of vaccination.
3. Tickets purchased before 17 December 2021 to events where Covid vaccinations are a condition of entry, can be refunded if requested 2 weeks before the event at the latest.

At the Event

1. From 17 December 2021, you will be required to use the Queensland Check-In App to attend events in Council's Cultural Venues (Burdekin Theatre, Burdekin Memorial Hall and Ayr Showgrounds Hall).
2. You will be required to provide proof of your vaccination status upon arrival to venue staff.
3. Patrons agree to abide by all health protocols.
4. Patrons agree to always follow the instructions of Venue staff.
5. If Patrons do not comply with protocols or instructions from Venue staff, they will be asked to leave immediately without a refund or further recourse.
6. Refunds or exchanges of tickets will be available to any customer who has developed any Covid-19 symptoms after the purchase of tickets, or has come into contact with anyone who is symptomatic or a confirmed case. These refund requests must be received no later than 4pm on the next working day following the event. A medical certificate is required.
7. Patrons acknowledge that while the venue has taken all reasonable health and safety precautions to keep the audience, staff and performers safe, patrons enter the venue at their own risk without recourse to claim against the venue regarding health outcomes.

Further Information

To add your vaccination certificate to your Queensland Check-in App:-

<https://www.covid19.qld.gov.au/check-in-qld/digital-vaccination-certificate>