

## COVID-19 Response Guidelines

### Terms and Conditions of Sale and Entry

A booking fee of \$5.25 is applied per transaction (not per ticket) for all online and phone bookings. Latecomers admitted at the discretion of the venue. Refunds will only be given in accordance with the LPA guidelines and at the discretion of the Event Producer. Refunds will not be issued for change of mind or missed performances. Exchanges may be possible for the same performance and will incur a fee. Midsumma takes no responsibility for tickets issued through third-party ticketing agencies.

During Midsumma Festival, for entry to events you must:

- Agree to the collection of personal details for the purposes of contact tracing, including but not limited to:
  - Name;
  - Contact phone number; and/or
  - Email Address;
  - Postcode.
- Agree that the above details will:
  - Be collected via an online application such as the Services Victoria app (or paper-based option if required), and only used or shared in the case of a COVID-19 outbreak;
  - Not be used for marketing purposes, unless specifically approved to do so;
  - Be destroyed after 28 days unless in use by the Department of Health, as per Victorian Government guidelines;
  - Be supplied and if unable to do so, a residential address will be collected.
- Agree to answer health questions fully and truthfully;
- Observe relevant social distancing rules as directed by Australian Federal and Victorian State Government;
- Where the event is seated, remain seated where possible, apart from using amenities, purchasing food and beverages and asking event and venue staff for assistance;
- Maintain good hygiene by washing hands and using hand sanitiser stations located in and around venues;
- Cover mouth to cough or sneeze and wash or sanitise your hands immediately afterwards;
- Carry a face mask with you at all times, and comply with requests to wear a mask when directed by venue staff;
- Agree to follow the directions and instructions given by Midsumma personnel;
- Should you begin to feel unwell and present COVID-19 symptoms during a Midsumma event, you agree to adhere to Midsumma Festival COVID-19 Suspected Incident Management Response Procedure;
- Keep track of your Midsumma Festival event attendance and if you undergo contract tracing with the Victorian Government, notify the government of your event attendance.

You **must not** attend a performance or event if you are:

- feeling unwell;
- you are showing symptoms of coronavirus (COVID-19);
- you are awaiting a coronavirus (COVID-19) test result;
- you have otherwise been directed to self-isolate or quarantine

**IMPORTANT:** If you have entered Victoria from a DHHS declared Orange or Red Zone, please do not attend your upcoming performance unless you have been tested and cleared by the DHHS.

If you cannot attend an event due to any of these circumstances, please contact [ticketing@midsumma.org.au](mailto:ticketing@midsumma.org.au) or call 03 9296 6600 to discuss options. For any questions regarding health advice, please contact the Victorian Department of Health on 1300 651 150 or visit <https://www.coronavirus.vic.gov.au/travel-updates>.

In accordance with the Live Performance Australia (LPA) Ticketing Code of Practice no refunds will be offered if you opt to forgo attending an event due to fear of exposure or if you are in a higher risk group. If an event is cancelled or significantly rescheduled due to coronavirus (COVID-19) or other unforeseen circumstances, exchanges and refunds will be processed in accordance with the Live Performance Australia (LPA) Ticketing Code of Practice, and otherwise as required by law. Midsumma reserves the right to retain the ticketing transaction fee in the event of a cancellation due to intervening circumstances.

If an event requires a reduction in capacity to ensure a safe event or by government directive, refunds and exchanges will be processed in reverse order based on transaction date. Midsumma Festival and partner venues may increase the capacity (within government guidelines) or change seating plans for events without notice.

All Midsumma Festival event attendees must commit to stopping the spread of COVID-19. If at any time when attending an event either you or any member of your group feel unwell or are informed that you must self-quarantine or self-isolate, you agree to inform event staff and comply with their directives to enter an onsite isolation area, or to leave the event.

All Midsumma Festival attendees have the responsibility to follow the Victorian Chief Health Officer guidelines regarding social distancing and contact tracing. Failure to comply with the requests of venue or Midsumma staff could result in your entry being refused or your ejection from the event or venue. This includes requests like putting on a mask, temperature checking, social distancing, remaining seated in a specific area or designated seat or refusing to provide contact tracing information. All personal information collected and stored for the purposes of contact tracing will be managed according to our Privacy Policy. Attendees who ignore venue rules and instructions may also be contravening public health emergency directions for which penalties may apply.

Midsumma Festival recommends that all attendees download the Australian Government COVIDSafe App on their smart device to assist with contact tracing. Midsumma Festival acknowledges that this is a constantly changing environment, and Federal or State Government guidelines may be enforced or updated at a later date. This would see the Terms and Conditions of Sale and Entry updated.

Disclaimer: Midsumma Event attendees acknowledge that while the Midsumma Festival has taken all reasonable health and safety precautions to keep attendees, personnel and performers safe, attendees enter the venue and/or the event at their own risk without recourse to claim against the venue, event or festival regarding health outcomes.

