

Dorrigo Folk & Bluegrass Festival Inc. Tickets 2019

Early Bird Tickets are available from the 1st March 2019 to the 31st August 2019. From the 1st September 2019 and during the festival tickets will be full price.

By purchasing a ticket to the Dorrigo Folk & Bluegrass Festival the purchaser agrees to be bound by the DF&BF Inc. terms and conditions.

Children under 4yrs old are free for the entire event.

Early Bird Prices:

- Full Weekend Adult: \$125
- Full Weekend Youth (13-17yrs): \$40
- Full Weekend Child (4-12yrs): \$10

Full Price Tickets:

- Full Weekend Adult: \$140
- Full Weekend Youth: \$40
- Full Weekend Child: \$10
- Day/Night Combo Adult: \$85
 - Day Adult: \$65
 - Night Adult: \$55
- Day/night Youth: \$40
 - Day Youth: \$40
 - Night Youth: \$40
- Hoe-Down Dance Family Pass Friday Night (family of up to 5): \$25. \$5 per extra child, \$10 per extra adult.

Please note that Full Weekend tickets and Friday Night tickets include the Family Hoe-Down Dance held from 6pm on Friday 26th and all workshops and kids events.

- Tickets may be pre purchased online through the Festival website from the 1st March or from the Festival Ticket Office from 10am Friday 26th October.
- The Festival Ticket office will be open each day of the festival weekend from: to:
 - Each pre purchased ticket issued has the name of the ticket holder printed on the ticket.
- To enter and remain on the Festival site every person must be in possession of a valid wristband.
- Once a valid wristband is issued a person is able to go in and out of the Festival site for the duration of the period covered by the wristband category.
- A pre purchased ticket holder must present valid photo ID and a printed receipt at the Festival Ticket Office to redeem their ticket for a wristband.
- Photo ID is not required when purchasing a ticket through the Festival Ticket Office as a wristband is issued at the time of ticket purchase.
- When purchasing a Youth or Child ticket, you may be asked to present ID i.e. student card, Drivers licence. Under 18's will need to be accompanied by an Adult when purchasing a ticket.
 - Lost or damaged wristbands will not be replaced by the Festival.
 - Tampered with wristbands will not be accepted as a valid ticket.
- The Festival will not be liable for any injury, illness, damage or loss that occurs during the Festival.
- The Festival takes no responsibility for personal belongings lost, damaged or stolen within the Festival, Camping and Parking Sites.

The Festival reserves the right to refuse entry to any person who:

- Is unable to produce a valid ticket

- Seeks to gain entry to the Festival with a duplicate of a ticket that has already been presented at the Festival Ticket Office
- Produces a ticket purchased or obtained from an unauthorised source or through illegal means, or
- Is in possession of and refuses to surrender any prohibited or illegal object.
 - If a person is found on the Festival site without a valid wristband, the person will be accompanied to the Festival Ticket Office or evicted from the Festival.

Youth and Children:

- It is the responsibility of the relevant parent/guardian to ensure that any ticket holder aged under 18, for which they are responsible, complies with these Terms and Conditions.
- It is the responsibility for the responsible parent/guardian to ensure that any ticket holder under 13 remains in their care and control while at the festival. Children are NOT to be left unsupervised.
- The Kids Programme is NOT built on a Child Care structure. A parent/guardian must remain present during any Kids Events with their minors.
- Any responsible parent/guardians must remain contactable via phone at all times during the festival. It is suggested that all responsible parent/guardians write their mobile number on their child's wristband.
- Any breach of these terms and conditions by a ticket holder aged under 18 may result in the eviction of the parent/guardian and all accompanying minors from the Festival site.

To help us make the Festival safe and enjoyable every person must:

- Comply with the law
- Follow instructions on any permanent or temporary signage in the Festival and Camping sites.
 - Not engage in loud or intimidating behaviour while in the Festival and Camping sites

- Follow any reasonable direction from Festival security and volunteers.
- The Festival reserves the right to refuse entry to, or evict, persons who behave in manner that is illegal, threatens the safety of a person, reasonably interferes with others' enjoyment of the Festival or is considered to be inappropriate or offensive by Festival Management.
- For the safety of Festival pedestrians, bicycles, skateboards and similar equipment must not be used within the Festival and Camping Sites.

Refund Policy:

- Dorrigo Folk & Bluegrass Festival Inc. is a not for profit Organisation whose main purpose is to present the Festival each year. We aim to keep ticket prices affordable while meeting the cost of producing the Festival.
- The organisers reserve the right to change the programme as required by circumstances and conditions at any time without notice. The festival will proceed whatever the weather conditions.
- Subject to the exceptions set out in this policy, the general policy is that tickets purchased are non-refundable.
 - The DF&BF Inc. may approve a refund on compassionate grounds when exceptional circumstances such as injury, illness, family bereavement or misadventure render a person who has pre-purchased a Ticket from attending the Festival.
 - A person applying for a refund on compassionate grounds should clearly set out the relevant unforeseen circumstances in writing to the DF&BF Inc. and provide supporting documentation as relevant. As a general rule, the earlier an application is made after the unforeseen circumstances, the greater the likelihood a refund will be approved. Refund applications **MUST** be accompanied by the Ticket purchase receipt issued to the applicant.

- A person who has purchased a Ticket for a Festival and who later registers to be a Volunteer for that particular Festival, will be eligible for a refund after performing the required hours or more of volunteer service for the Festival.
- In order for a refund to be processed the DF&BF Inc. must receive the following items by email (info@dorrigofolkbluegrass.com.au) within 28 days of the completion of the relevant Festival:
 - a letter outlining a valid reason for requesting a refund;
 - a copy of the Ticket purchase receipt in the applicant's name;
 - any relevant supporting documentation
- *The DF&BF Inc. offer a preferred method of refunding a purchased ticket.* The DF&BF Inc. will hold all details of the purchased ticket and the ticket holder, and will defer the ticket to the festival held in the following year. The grounds on which we will defer a purchased tickets are the same as refunding. If you wish to defer your ticket on compassionate grounds please email info@dorrigofolkbluegrass.com.au within 28 days of the completion of the relevant festival.

We hope you enjoy your festival experience!