

# Terms of Sale and Conditions of Entry – Zooflix at Adelaide Zoo

Edward Scissorhands – Saturday 26 October, 2019

## Terms of Sale

### Movie starts when the sun has set (Approx. 8:00pm)

The following terms and conditions apply to all persons who purchase tickets to Zooflix at Adelaide Zoo from Royal Zoological Society of South Australia Inc. (The Society). Please read them carefully.

Please note under Australian Classification 'Edward Scissorhands' is rated PG. We suggest you refer to the <http://www.classification.gov.au/> for full details regarding these movies and the classification.

This entry is for guests over the age of 16 only.

Tickets sold by The Society are subject to the following terms and conditions:

All ticket sales are final and non-transferable.

### Cancellations due to adverse weather

Zooflix at Adelaide Zoo is an outdoor event and may be subject to adverse weather. We will proceed with screenings wherever possible, and will not cancel for light/intermittent/potential rain. We strongly recommend customers bring wet weather protection in case of rain (note the use of umbrellas during screenings is not permitted as they obstruct the view of other audience members). Screenings will be cancelled only if the weather poses a safety threat to patrons and staff. The decision to cancel a screening is at the sole discretion of the Event Manager, and can be made at any time up to or during the screening, as weather conditions are notoriously unpredictable. Patrons accept the risk that weather they consider unsatisfactory may occur on a screening night and acknowledge that tickets will not be re-validated unless a screening is officially cancelled by The Society.

Zooflix at Adelaide Zoo does not provide refunds on tickets in the event of a *Cancellation due to Adverse Weather*. If a session is *cancelled due to adverse weather*, tickets are automatically converted to a voucher redeemable for the same ticket type for a future session during that Zooflix at Adelaide Zoo season. You must retain your original tickets (vouchers) in order to re-use them on another night.

**If the movie is cancelled, customers will receive an email to the address entered when purchasing tickets online advising that the movie has been cancelled.** The email will contain instructions on how to rebook for another session. Signage will be erected at the Zoo notifying customers of the cancellation. Please note that Zooflix at Adelaide Zoo will endeavour to notify guests of a cancellation due to adverse weather, and will advise via email, on Facebook and or the event webpage if there is a cancellation.

In the event that a cancellation due to adverse weather occurs and a ticket holder is unable to attend another session, ticket holders are invited to contact the Event Manager at Zoos SA to receive adult entry tickets into Adelaide or Monarto Zoo in lieu of movie ticket.

- If a movie session is cancelled or terminated due to mechanical breakdown, Adelaide Zoo will refund the face value of each ticket from the next business day to the original purchaser of the tickets
- Staff working at Adelaide Zoo on the evening of the event, are not able to provide refunds
- Entry may be refused if tickets are damaged or defaced in any way or are not purchased from Adelaide Zoo direct
- Adelaide Zoo reserves the right to charge patrons for the replacement of lost or damaged tickets
- Late arrival may result in non-admittance until a suitable time during the movie
- Zooflix at Adelaide Zoo reserves the right to cancel or postpone the event if the set minimum number of tickets is not sold 14 days prior to the event. Ticket holders will be notified and refunded the full price of the ticket

## Seating arrangements

- Customers will need to bring their own picnic rugs, cushions/bean bags or low chairs into the venue
- For the viewing convenience of all patrons, picnic blankets are recommended. Only low back beach chairs are permitted. Chairs will be positioned at the rear lawn areas to avoid obstructing the view of other patrons. The event is a general admission picnic-style event and visibility of the screen cannot be guaranteed and may be obstructed, particularly if the event is sold out

## Catering/BYO

- BYO alcohol is not permitted at Zooflix at Adelaide Zoo; however you are welcome to bring your own food. Ice-cream, drinks and popcorn will also be available to purchase on the night from 6.30pm until 9.30pm

## Other

- Tables, tents, sun shelters, lawn umbrellas, glass, balloons, party poppers, balls, roller blades, skate-boards and whistles are prohibited. All items brought into the venue will be checked - including bags, baskets and eskys - and prohibited items will be confiscated. Eskys are not permitted to be used as chairs.

## Zoos SA Terms & Conditions of entry into the zoo below will apply

### Zoos SA General Terms & Conditions

By purchasing from The Royal Zoological Society of SA Inc. (The Society) you agree to the Terms & Conditions listed here. The Zoo reserves the right to make changes to these conditions at any time.

Tickets may only be used once, at the Adelaide Zoo on 26 October, 2019

Guests must enter via the Zoo's main entrance and present a valid ticket.

Tickets are non-transferrable and are only valid for those named on the ticket. Proof of identification may be requested.

At Adelaide Zoo, we endeavour to provide exhibits that complement the animals and vegetation in our collection. Please be aware that there are a number of water-filled areas. Guests must remain within the designated function area at all times, particularly after sunset.

Adelaide Zoo staff members reserve the right to eject any person/s who are intoxicated and or causing a disturbance to other patrons. Such persons will not be entitled to a refund or exchange of tickets.

Guests enter the Zoo at their own risk and choose to do so under these conditions. No liability for loss, injury or damage will be accepted.

Footwear must be worn at all times.

### **Please read Terms and Conditions regarding cancellation of the event above.**

No tickets will be exchanged or substituted after purchase.

The Zoo is a quarantine area. A guest is not permitted to bring into the Zoo any animal, animal costumes, plastic straws, balls, balloons, bicycles, scooters, skateboards, roller blades or similar apparatus, alcohol or illegal substance. Guests must be prepared to allow their bags to be checked on request by Zoo/security staff.

Guests are not permitted to use any audio equipment or musical instrument at a volume likely to disturb any animal, or behave in a manner that is likely to cause offence or disruption to other guests.

Guests are not permitted to touch or interfere with any animal or vegetation, rocks, stones, sand or similar, feed any animal other than those specified and only with animal food provided by Keepers, throw any object, climb on, damage or deface any structure or signage, or litter. Do not allow any objects to fall into or enter enclosures.

While guests are welcome to take photographs or film for personal use they are not permitted to use it in a commercial capacity, without the written consent of the Adelaide Zoo.

When purchasing a ticket you are providing consent to be photographed during the event, for marketing and social media purposes. You will not be compensated for your photo being used for promotional purposes. If you wish not to be photographed, or would like a photograph removed following the event please contact (08) 8267 3255

Guests are not permitted to enter or remain outside function area or enter any non-public area or exhibit at any time.

All guests must abide with any other conditions displayed in Zoo grounds or communicated by Zoo staff. The Zoo retains the right to deny access and/or eject guests who are being a public nuisance, acting recklessly or failing to observe directions from Zoo/security staff, or any Zoo signage. The decision to deny access and/or eject any guest is made at the absolute discretion of Adelaide Zoo.

Adelaide Zoo is strictly a Smoke Free site.

The right is reserved to remove animals from display for any reason, vary the advertised programs, seating arrangements and audience/visitor capacity.

The late arrival of any ticket holders may result in non-admittance.

## **Arrival/Parking Information**

Entrance to the Zoo is via the main entrance on Plane Tree Drive, parking is free daily after 5pm.

## **Australian Goods & Services Tax (GST)**

Ticket prices are subject to the Australian Goods and Services Tax (GST). All prices are GST inclusive.

## **Currency & Conversions**

Transactions are carried out in Australian dollars (AUD\$).

## **Your Obligations**

In purchasing this ticket you agree to (a) provide true, accurate, current and complete information about yourself as prompted and (b) maintain and promptly update that information to keep it true, accurate, current and complete.

If you provide any information that is untrue, inaccurate, not current or incomplete, or we have reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, we may suspend or terminate your ticket and refuse entry on the night.

## **Termination of Use**

We may terminate your access, or suspend your access to all or part of the Zoo, without notice, for any conduct that we, in our sole discretion, believe is in violation of any applicable law or is harmful to the interests of other visitors, staff or animals. Subject to applicable law, we reserve the right to suspend or deny, in our sole discretion, your access to all or any portion of the Zoo with or without notice.

You agree that any termination of your access to the Zoo may be effected without prior notice, and acknowledge and agree that we may immediately deny or limit your Zoo access. Further, you agree that we shall not be liable to you or any third-party for any termination of your access to the Zoo.

## **Dispute resolution**

If you have an issue with our service or feel that you have been unfairly treated, please obtain a Feedback Form from the Visitors Centre at the entrance of the Zoo.

The Adelaide Zoo is owned and managed by the Royal Zoological Society of South Australia Inc. (RZSSA) ABN 38 750 470 952.