



maitland

city council

MAITLAND RIVER REGATTA

TICKETING TERMS AND CONDITIONS



In addition to the terms and conditions applied by Ticketek, the following will also apply for any tickets purchased for the Maitland River Regatta:

RESPONSIBLE ORGANISATION

Tickets are sold by Ticketek on behalf of Maitland River Regatta and are subject to the conditions applicable to the event. For all enquiries please contact:

Maitland River Regatta

events@maitland.nsw.gov.au

(02) 4931 2801

ABN: 11 596 310 805

VARIATION PROGRAM

The right is reserved to vary the advertised program and to add, withdraw or substitute entertainment, exhibitors and suppliers as necessary.

This includes advertised performers, stall holders, performance time changes and activities.

CONDITIONS OF ENTRY/ HOUSE RULES:

TERMS OF ADMISSION

Maitland River Regatta reserves the right to refuse admission or to enforce removal of any patrons; in such event the Patron will negate any refund or cancellation policy applicable.

GENERAL

Patrons must adhere to all rules and regulations stated by the event organisers, including event entry conditions and road closures.

CAPACITY

Patrons attending Maitland River Regatta will be limited to 200 Patrons per float session, 800 Patrons over the day.

No further entry will be permitted.

SITE ENTRY

- All Patrons participating in Maitland River Regatta must sign a waiver before entering the water. If Patrons are under the age of 16 and participating, a parent or guardian must sign on their behalf.
- Patrons entering the site must not be under the influence of alcohol or drugs.
- Patrons are required to provide sufficient Photo Identification on request.
- Patrons must disclose their weight range to staff to be provided a sufficient life jacket to wear for the duration of the Regatta.
- No alcohol is to be brought onsite.



EVENT PARTICIPATION

- Maitland River Regatta has a minimum age requirement of 6 years of age. No Patrons under 6 can participate in the Regatta.
- All Patrons under the age of 16 must always have a parent or guardian in the boat with them.
- Maitland River Regatta has a minimum weight requirement of 15 kilos. No Patrons under 15 kilos can participate in the Regatta.
- All Patrons participating in the Maitland River Regatta must always wear a life jacket suitable to their weight range during the Regatta. Life vests will be available on arrival (15kgs – 40kgs, 40kgs – 60kgs, Over 60kgs).
- Each Regatta boat is a maximum of two people and must not exceed 150kgs.
- Patrons will be refused entry if under the influence of alcohol.
- Patrons must stay within the Regatta Exclusion zone. If Patrons leave the zone they will be removed from the Regatta.
- All patrons participating in the Regatta must have filled in and signed the Waiver Form. If you are under the age of 16, a parent or guardian must do so on your behalf.
- Ticket holders enter the event at their own risk

EVENT PHOTOGRAPHY

Maitland Events will contract a photographer/s and/or videographer to capture still and moving vision from the event for future promotional use.

By entering this site, you grant Maitland City Council the irrevocable and unrestricted right and permission to use any photographic or film images and voice recordings of you / your business / or members of your community group or in which you may be included during our participation with Maitland Events for any lawful purpose including publicity, illustration, advertising or digital and web content, including social media platforms.

You acknowledge Maitland City Council may provide the photographic or film images and voice recordings to third parties for use as part of activities or functions associated with Local Government.

If you do not wish to grant this permission to Maitland City Council, please notify a staff member or write to us at events@maitland.nsw.gov.au.



MAITLAND RIVER REGATTA EVENT CONDITIONS OF ENTRY

- Organisers have the right to remove any Patrons not adhering to conditions of entry, terms and conditions or for dangerous misconduct.
- A range of items are prohibited from being brought into the festival. This includes but is not limited to illegal weapons, alcohol, illicit drugs, open drinks, flammable materials and aerosol cans.
- If requested by festival staff, you must present bags for inspection by staff, police or security.
- This is an alcohol free event, strictly no alcohol permitted within the event site.
- Valid wristbands must be worn at all times whilst participating in the Regatta.
- Patrons must stay within the Regatta Exclusion zone. If Patrons leave the zone they will be removed from the Regatta.
- Ticket holders enter the event at their own risk.
- In the event of an emergency, patrons must follow the instructions of authorised and emergency services personnel.
- Patrons must be respectful of neighbours during the event and when leaving.
- Antisocial behaviour of any kind will not be tolerated. Patrons must refrain from using foul and/or abusive language or acting in a manner which offends, insults, humiliates, intimidates, threatens, disparages or vilifies another person on the basis of that person's race, religion, colour, sexual orientation, descent or national or ethnic origin. Failure to do so you may be asked to leave the event.
- Patrons wearing or displaying inappropriate or unauthorised commercial, political, religious or offensive images, logos etc may be asked to leave the event.
- No commercial photography, filming or recording is permitted without prior permission from Maitland Events.
- Maitland Events will contract a photographer/s and/or videographer to capture still and moving vision from the festival for future promotional use.
- If you do not wish to grant this permission to Maitland City Council, please notify a staff member or write to use at events@maitland.nsw.gov.au
- Failure to comply with any conditions of entry will result in the removal of offending persons.
- For more information visit <https://www.maitlandevents.com.au/events/maitland-river-regatta/>



CANCELLATION

In the event of cancellation of the event for whatever reason, a refund to the value of the ticket purchase price will be offered. Refunds will be processed as soon as possible after the notification of cancellation of the event in accordance with Ticketek's refund policy.

BOOKING CONFIRMATION

All ticket purchases will be issued with a booking confirmation. Tickets will be emailed to the nominated email address.

COVID-19

In addition to the Terms and Conditions stated in this document, due to the current COVID-19 Pandemic, Maitland City Council reserves the right to execute the following agreed variations if required:

- **VARIATION BY COUNCIL:** Maitland City Council may cancel or amend the advertised event and/or program based on the current Federal and/or State Government advice.
- **TICKETING FEES:** Fees associated with the booking will be refunded or transferred.
- **MAITLAND CITY COUNCIL NOT LIABLE FOR:** Maitland City Council will not be liable for any other non-Council associated expenses incurred by the hirer in relation to the booking.

PLEASE NOTE

- Details must be filled in for BOTH passengers in the Regatta.
- Concession Cards are not accepted at Maitland River Regatta. No concession rates available.
- Companion Card® is not accepted for Maitland River Regatta.
- Life jackets must be worn at all times during the Regatta.
- All persons participating in the Regatta must sign a waiver or have a waiver signed on their behalf by a parent or guardian.

