

## Melbourne Football Club Events Terms and Conditions



The following conditions are both of sale (including any resale or subsequent assignment) and conditions of attendance at the event. You agree to these terms and conditions by registering for and attending an MFC event or an event sold by MFC on behalf of a third party. If you choose not to be bound or fail to abide by the terms and conditions, your attendance at the event may be prohibited. If you are booking on behalf of other attendees, you should direct them to these terms and conditions.

1. **Prices and payment:** all prices are inclusive of GST. Payment in full is required at the time of booking (or unless otherwise specified). Where concessions are applicable, suitable and valid identification must be provided. Payment can be made online, in person or by phone with a credit card (or unless otherwise specified).
2. **Ticket limits:** Limits of the number of tickets that can be purchased for any event may apply at the discretion of MFC. If you exceed the ticket limit, any or all of your orders and tickets may be cancelled without notice by MFC in its discretion. This includes orders associated with the same name, e-mail address, billing address, credit card number or other information.
3. **Conditions of entry:** It may be a condition of entry to individual events that a search of the person and / or their possessions will be required at the time of the entry to the venue. Cameras, audio and video recorders may not be permitted. The right is reserved to broadcast or telecast any event live or delayed. Entry may be refused if tickets are damaged or defaced in any way.
4. **Program:** MFC reserves the right to alter the event program as advertised at any time without prior notice, including the date, venue, seating arrangements, audience capacity, entertainment and activities. Every effort will be made to ensure a program of equivalent standard. If the date, time or venue of an event is rescheduled or changed, your ticket will remain valid for the rescheduled date, venue and time.
5. **Event postponement:** Should an event be postponed due to unforeseen circumstances, all tickets purchased for the original date will be transferred to the rescheduled date.
6. **Event cancellations:** Should an event be cancelled due to unforeseen circumstances, MFC will endeavour to process a full refund within 30 days of such circumstances becoming known.
7. **Substitutions:** Should an attendee be unable to attend the event, they may send someone else in their place. Bookings will remain under the original booking name.
8. **Refunds:** If you cannot attend a rescheduled event and you contact us for a refund in a timely manner by emailing us at [experiences@melbournefc.com.au](mailto:experiences@melbournefc.com.au) and provide the original ticket(s) and proof of purchase, MFC will refund to you the ticket price inclusive of booking fees but exclusive of delivery or mail fees and/or any processing surcharge. If you are entitled to a refund and MFC has not already mailed your ticket, then MFC will also refund you any delivery fee associated with the purchase of such ticket(s). MFC reserves the right to not refund, exchange or substitute tickets after purchase nor replace tickets that may have been stolen, lost or destroyed, other than as set out in these terms and conditions, except as required by law. Please treat your tickets like cash as we cannot replace lost tickets. If a refund is made, MFC may, to the extent permitted by law, retain any fee it has been charged. All refunds will only be made back to the credit card of the individual, organisation or

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institution used in the original transaction from which payment was received. Notwithstanding these terms and conditions, if you use a “disposable” or “temporary” credit card (such as those purchased over the counter at supermarkets) for your purchase, we are not able to make any refund to you unless a) you can provide full details of the credit card; b) the credit card remains valid; and c) you can produce the online purchase receipt.

9. Lost tickets: MFC reserves the right to charge a fee for the replacement of tickets. MFC reserves the right not to replace tickets where seating is not allocated (general admission tickets).
10. Image Release: In registering or booking for and attending MFC events, attendees grant permission to MFC, its agents and others working under its authority, to take and to have full and free use of video/photographs/recordings containing their image/likeness. These images may be used for any purpose by or for MFC including promotional, news, on-line/multimedia, research and/or education. Attendees agree that they are not entitled to remuneration, residuals, royalties or any other payment from MFC in respect of their image/likeness or its use. Attendees release, discharge, and hold harmless, MFC and its agents from any and all claims, demands or causes of actions that they may hereafter have by reason of anything contained in the photographs or video. Should an attendee not agree to the above image release, they must advise MFC in writing by emailing [experiences@melbournefc.com.au](mailto:experiences@melbournefc.com.au)
11. Event attendance: The right of admission to an event may be subject to the venue's terms of admission. MFC does not accept any responsibility for the security of or safety of the personal belongings of either you or those who attend the event with you. Attendance is voluntary and at the individual's own risk and except for any liability that cannot be excluded by law, MFC (including its officers, employees and agents) excludes all liability (including negligence), for any personal injury, or any loss or damage (including loss of opportunity), whether direct, indirect, special or consequential, arising in any way out of the event.
12. Behaviour: You must be fully responsible for your own conduct and for the conduct of those who attend the event with you. MFC reserves the right to prohibit entry of any person to a MFC event, or eject any person from a MFC event based on behaviour deemed inappropriate by MFC staff and/or its agents and others working under its authority.
13. Resale and/or use of tickets: Tickets may not, without the prior written consent of MFC, be resold or offered for resale at a premium (including via on-line auction sites) or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services, either by the original purchaser or any subsequent bearer. If a ticket is sold or used in breach of this condition, the ticket may be cancelled without a refund and the bearer of the ticket may be refused admission.
14. Scalping warning: The resale of tickets in certain circumstances is governed by ticket sales legislation and may attract criminal penalties.
15. Privacy and communications:
  1. MFC handles the personal information it collects in connection with events payments, bookings and attendance in accordance with its privacy policy which can be found at:

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[www.melbournefc.com.au/privacy](http://www.melbournefc.com.au/privacy) or is available by calling 1300 DEMONS. Our privacy policy explains how we use and disclose the personal information (including any overseas disclosures), how to request access to or correct your personal information and how to make a privacy complaint and how we handle complaints. MFC will use and disclose your personal information to process payments, deal with enquiries and disputes, manage events and it may also send you information about MFC events, promotions and specials and on behalf of selected third parties. The terms of the Privacy Policy form part of these terms and conditions.

2. You confirm that you have the consent of all the individuals whose personal information you provide to MFC and you have let them know about MFC's privacy policy.
  3. For more information about opting out of further direct marketing communications refer to our Privacy Policy.
16. No waiver by MFC: any waiver by MFC, when exercising any right, power or provision of these terms and conditions, does not mean a waiver of any other right, power or provisions or the same one in the future. Also any delay in exercising a right, power or provision should not be taken to be a waiver by MFC.
17. Severance: If any or any part of these terms or conditions are found to be unenforceable,
18. Laws of Victoria: these terms and conditions and any claims, actions or disputes are governed by the laws of Victoria.