

Conditions of Entry

Overview

For the benefit, enjoyment and safety of all visitors to Melbourne Recital Centre, including patrons, artists, employees, customers, contractors and volunteers, we kindly ask that you comply with the Conditions of Entry. Please follow the instructions of staff as well as any signage or direction in relation to your entry and use of the premises.

Melbourne Recital Centre reserves the right to deny entry to or remove any person from the premises at any time.

These Conditions prevail in the event of inconsistency with any specific or special conditions which may apply to certain events, in which case the conditions will be clearly stated on the event's webpage and at entry to the event.

Your Belongings

You are responsible for the security of your own belongings whilst visiting Melbourne Recital Centre and you must not:

1. Leave any bags or personal items unattended;
2. Have in your possession and/or refuse to surrender Melbourne Recital Centre staff any prohibited object or article including but not limited to dangerous items, photographic or recording equipment, food or alcohol that is not permitted to be brought into or used in the premises; or
3. Refuse to undergo a physical search or a search of your belongings.

Melbourne Recital Centre reserves the right to:

1. Inspect and search you and your belongings while you are on the premises;
2. Require any bag of personal item/s to be stored in our cloakroom, which may attract a fee;
3. Exclude all bags from the premises when deemed appropriate; and
4. Deny entry or remove you from the premises (without refund) if you refuse to comply with these above Conditions of Entry.

Your Behaviour and Our Respectful Workplace

You are responsible for behaving in a manner that does not interfere with the safety and enjoyment of others. Specifically, you must not:

1. Behave in a manner which causes or may cause property damage or that threatens or may threaten the safety of performers, visitors, other audience members or any other persons, including as a result of intoxication; or
2. Behave in a manner that unreasonably interferes with other audience members' enjoyment of the premises, including use of camera, mobile phones, personal computers or other electronic devices.

All visitors to Melbourne Recital Centre, including patrons, employees, contractors, artists, customers and volunteers, are expected to contribute to an environment that upholds the Melbourne Recital Centre's values. More information about our values can be found at melbournerecital.com.au.

When you are at Melbourne Recital Centre, if you experience harassment or feel unsafe, please report it as soon as possible to a member of staff (identifiable from name badges). All reports of harassment, bullying and other inappropriate behaviour will be swiftly investigated in accordance with Melbourne Recital Centre's policies and relevant legislation and acted upon, as appropriate.

Other Responsibilities

You must not:

1. Touch or interfere with the artwork or any other objects on display in exhibitions, displays or in the foyer of the premises unless the item is clearly designated as an interactive element;
2. Smoke or use e-cigarettes indoors at the premises, or outside designated smoking zones;
3. Take photographs, audio or video recording where this has been restricted;
4. Consume food or drink (including alcohol) purchased outside the premises, unless otherwise indicated;
5. Purchase or consume alcohol at or on the premises unless you are 18 years of age or older;
6. Enter or gain access to areas of the premises not open to the public, unless authorised by the Melbourne Recital Centre; or
7. Bring bicycles, motorcycles, motorized/electric scooters or segways onto the premises without the express permission of the Melbourne Recital Centre.

Children

Children under the age of 15 must be under the supervision of a responsible adult (18 years or older) at all times. For children aged 15 or older, parental discretion should be exercised regarding whether they can attend the premises, including performances without supervision.

Use of Your Image

You consent to and authorise the Melbourne Recital Centre or delegated persons to film, record or photographs you (Recording), and to reproduce Recordings in any audio, video, or photographic display or other transmission, exhibition, publication or reproduction in any medium or context for any purpose without further authorization by, or compensation or attribution to you.

All Recordings are the sole property of Melbourne Recital Centre or its third parties and by entering the premises you release us from liability arising on account of such usage. Security cameras are operating on the premises and you acknowledge that you may be filmed.

Admission to Events

Adequate time must be allowed for the collection of tickets on arrival at the venue. Melbourne Recital Centre does not accept responsibility for any delays that may be encountered at the Box Office prior to an event.

You must have a valid ticket or entry pass to attend any event or performance and appropriate evidence of entitlement when purchasing a ticket or attending an event or performance with a concession. Tickets are only valid if purchased through Melbourne Recital Centre or an Authorised Agent.

Once an event has commenced, admittance or re-admittance to the venue will usually be during a suitable break in the performance and may be to a different seating location. For some events, admittance or re-admittance may not be possible. Further information is contained in our Terms and Conditions of Sale.

Cashless Venue

Melbourne Recital Centre is a cashless venue. Cash payments may not be accepted at the Centre for some or all services including Box Office and Foyer Bars.

Wellbeing

We ask that every visitor make a reasonable assessment of their health status before attending our Venue or event. All visitors must comply with any safety protocols or requirements communicated to you by the Centre when on site.

You must not attend the Centre or any event if you are required to be in isolation due to a COVID 19 diagnosis or have been directed to be in quarantine because of close contact with a person with COVID-19 or if you are experiencing any of symptoms of COVID-19.

You must communicate these requirements to all within your party for which you are responsible for purchasing tickets.

Liability

You enter the premises at your own risk. To the maximum extent permitted by law, the Melbourne Recital Centre will not be responsible for any loss, damage, harm or injury arising from your entry into the premises.

Privacy Statement

We collect, use and disclose personal information in accordance with our Privacy Statement, which is available at melbournerecital.com.au.

Complaints & Feedback

Visitors are encouraged to provide feedback on the services provided by the Melbourne Recital Centre. For information on how to provide feedback or make complaints, please visit the website melbournerecital.com.au.

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