



# Terms and Conditions (T&Cs) for PNH bookings & sales

## Scope of policy

1. These T&Cs apply to:
  - members and non-members making purchases at PNH, e.g. making payments for PNH events, PNH activities, memberships, or any other advertised items for purchase at PNH
  - members and non-members making a bookings for PNH activities and events, and includes a booking where no payment is required
  - any point of sale or method of making a booking, e.g. over the counter, via Social Planet or the Website
2. These T&Cs comply with Australian Consumer Law and any other legal requirement, otherwise PNH has no liability to you.
3. This Terms and Conditions Policy aligns with PNH policies such as: finance policies; Delegation of Authority; complaints process; Code of Conduct; and OH&S policy and operational practices.

## Refund Policy

4. PNH does not automatically refund or exchange payments for fees paid towards events, activities or membership, or other sale items, unless the event or activity is cancelled by PNH, or PNH can no longer supply what was advertised. Requests for refunds, or any complaint, must be made in writing and submitted to the office in person or by email at [engquiry@portnh.or.au](mailto:engquiry@portnh.or.au).
5. A decision to provide a refund is at the discretion of PNH Committee, or a person authorised by the Committee, and can be refused.

## Variations to performances, events or activities

6. If an event or activity is rescheduled your booking will automatically move to the new timeframe (and you will be notified of this by PNH).
7. PNH reserves the right to add, withdraw, alter, reschedule, substitute or vary in any way an advertised activity or event, price, venue, catering provisions, transport arrangements, seating arrangements, audience/participation capacity, or any part of an advertised activity or event.
8. Where PNH has cancelled an event/activity and has not rescheduled, a refund will be offered for any payments made.

## Transferring purchase name of pre-paid events & activities

9. A pre-paid booking to a PNH event or activity cannot be transferred to another person.

## Conditions of entry to PNH

10. Entry to a pre-paid event or activity may be refused if the authenticity or validity of the purchase is questionable and cannot be authenticated by PNH.
11. Admission to a PNH event or activity is guided by the PNH Code of Conduct, e.g. you may be denied entry into, or removed from, an event or activity if you are intoxicated, under the influence of illicit drugs, inappropriately attired or adversely affecting the enjoyment of the event by others.
12. PNH will not tolerate any harassing, threatening or abusive behaviour towards our personnel at any point of sale, or at any PNH event or activity.
13. You must agree to comply with all health and safety directions by PNH officials.
14. You agree to assume all risks associated with COVID-19 or other such communicable diseases.