



Marriner Group



Conditions of Entry – Theatres

May 2022

Summary of Conditions of Entry – Theatres

We look forward to welcoming you to the Princess, Regent and Comedy theatres. To ensure you have a safe and enjoyable experience, please be aware of the following conditions of entry to the Venue.

Have your ticket ready. Everyone entering the theatre must hold a valid ticket for the duration of your visit.

If you arrive late, you may need to wait. Latecomers will only be admitted at a suitable break in the performance as agreed by the event organisers.

The use of cameras, recorders, and mobile phones is prohibited. Light from your phone is noticeable to performers and patrons, and ringing phones are disruptive to the entire theatre. Switch off your devices and let yourself be immersed in the performance.

Marriner Group practices the responsible service of alcohol. Any breaches of our liquor license or our responsible service of alcohol may result in refused service, refused entry or removal from the Venue.

Marriner Group values the safety of all patrons. Security cameras operate throughout the theatre; you and your belongings may be searched on entry; and certain items are prohibited or restricted in what may be brought into the Venue. A list of our security precautions is available on the full conditions of entry on our website or at the Box Office, and our staff can advise if you have any questions.

Please follow the directions of our staff and signage at the Venue. We are here to ensure everyone has a safe and enjoyable experience. You must pay close attention to, and comply with, all health and safety directions and protocols. If you do not comply with our directions and protocols, you may be asked to leave the Venue immediately without refund or further recourse.

Treat each other and staff with respect. If you feel that your enjoyment of an event is being compromised or your health and safety is being put at risk in any way or by the actions of another person, please contact our staff immediately so that we can try to find a solution.

Please be mindful of the other patrons. If you compromise the health, safety, or experience of any person (including patrons and staff) with abusive behaviour or failure to abide by the conditions of entry, you may be relocated, refused entry or removed from the Venue.

You accept risks of entry. We aim to provide a safe Venue; however, you enter the Venue at your own risk and are responsible for any personal belongings.

Stay at home if you are unwell. Please do not attend the Venue if you are experiencing or exhibiting any [symptoms of COVID](#), or isolating due to a positive COVID-19 test. We reserve the right to refuse you entry to the Venue (or require you to leave the Venue) without refund or further recourse if we suspect you have not complied with this requirement.

We aim to provide a COVID Safe Venue. Our comprehensive COVID Safe Plan control measures include frequent cleaning and maximum possible ventilation to keep everyone in the Venue safe. Despite this, there remains a risk of transmission, and you enter the Venue at your own risk.

Be COVID Safe. Practice physical distancing where possible. Hand sanitiser is available throughout the Venue, so please always adopt good hygiene and respiratory practices.

The full Conditions of Entry are on the following pages.



Conditions of Entry – Theatres

Princess Theatre Pty Ltd ACN 007 307 851 (trading as Marriner Group) (“Marriner Group”, “We” or “Us”) is committed to creating a safe environment for all staff and patrons.

You must follow all directions given by our staff as well as any signage when in the Princess Theatre, Regent Theatre, Comedy Theatre or Forum Melbourne (the **Venue**). You must comply with all the following Conditions of Entry when you visit our Venue.

General Terms and Conditions

Entry, Exit and Ejection

When you enter the Venue:

- 1) Before being allowed entry into our building, you may be required to:
 - a) Carry a valid ticket or invitation to enter the Venue;
 - b) Present photo identification that is acceptable to our staff to:
 - i) Prove your age and identity as may be required by the law or our staff as the threshold required to attend the event;
 - ii) Provide proof of concession (e.g. proof of age identification or concession card) if you have purchased a concessional ticket for an event;
 - c) Demonstrate that persons under certain age thresholds will be accompanied by a parent or legal guardian at all times within the building;
 - d) Remove hats, hoods, masks and helmets when entering and/or inside the Venue;
 - e) Consent to a physical search as well as a search of your belongings;
 - f) Follow the directions of staff directing any queuing outside or inside the building.
- 2) After you have entered the building, you must:
 - a) Retain your ticket at all times and be able to show it to staff during the event;
 - b) Only occupy the numbered seat if one is specified on the ticket;
 - c) Accept that General Admission events do not provide reserved seating or reserved standing areas. Patrons will enter the building on a first come basis;
 - d) Accept that admittance to an event may be restricted and/or not possible for latecomers or anyone seeking re-admittance if they choose to leave during the event.
- 3) If your ticket/s are damaged, defaced and/or are suspected of having been purchased from an unauthorised resale agent:
 - a) You will not be permitted into the building;
 - b) Your ticket may be seized;
 - c) You will not be entitled to any refund unless required by law.

Possible ejection from the Venue:

- 1) You may be liable for prosecution or a fine and/or may be ejected from the building if you:
 - a) Breach any Condition of Entry;
 - b) Cause or may cause property damage;
 - c) Create or may create risk of injury to any person, including to their health;
 - d) Threaten or may threaten safety of performers, visitors, audience members, our staff or any other persons;
 - e) Unreasonably interfere with or compromise another person’s enjoyment of the event;
 - f) Are considered by our staff to be offensive, aggressive, unruly, disruptive, disorderly, uncooperative or behaving unlawfully;
 - g) Are considered by our staff to be under the influence of alcohol or illicit substances or suspected of buying, selling or carrying illicit substances;
 - h) Enter any part of the building or other restricted internal area without proper authorisation;
 - i) Refuse to follow the directions of our staff.



- 2) If you are ejected, you are required by law to move at least 20 metres away from the Venue. You will not be entitled to any refund and may be refused re-entry indefinitely.

When you exit the Venue:

When the event ends and/or you exit the building, you must:

- 1) Exit in an orderly and appropriate manner;
- 2) Follow the directions of staff to clear an area or access way;
- 3) Not cause undue noise or disruption to the adjacent amenity or neighbouring properties.

Your Behaviour

- 1) You must behave in an appropriate and responsible manner that does not interfere with the safety or enjoyment of others;
- 2) You must not touch or interfere with the artwork or any other objects on display in exhibitions, displays or otherwise in the Venue;
- 3) Crowd surfing, stage diving, climbing on structures or any other form of dangerous and high-risk behaviour is not permitted or encouraged. All patrons are responsible for their own safety.
- 4) You must cooperate with our staff and follow any direction given which is legally required or we consider will maximise the safety of the Venue for all patrons including keeping aisles and doorways clear at all times;
- 5) There is no dress code for our venues. Guests are asked to avoid thongs and instead wear proper footwear to avoid personal injury;
- 6) If the majority of patrons wish to stand / dance at a seated performance, we may allow patrons to stand. However, if the majority of patrons' enjoyment is impacted by a small number of people standing / dancing, then our staff may direct them to be seated and/or ask them to relocate to an alternative area if it is available;
- 7) You agree not to access areas that you are not authorised to do so;
- 8) You agree not to transmit or record any description, account, picture, or reproduction of the event without the express permission of the artist. This may include images and recordings via a mobile phone.

If you feel that your enjoyment of an event is being compromised in any way or by the actions of another person, please contact our staff immediately so that we can try and find a solution. We cannot provide a solution after an event has concluded.

Health & Safety

Patron and Guest Health

- 1) Before attending the Venue, you agree to undertake a reasonable assessment of your health status insofar as it may affect other patrons, guests and employees.
- 2) You must not attend the Venue if you are in isolation as a result of a COVID diagnosis, including if you are awaiting the results of a COVID test, or if you are known to have another contagious illness that may reasonably be transmissible at mass gathering events.
- 3) You acknowledge and agree that we may refuse you entry to the Venue, or require you to leave the Venue, in any of the following circumstances:
 - a) You refuse to comply with any health and safety protocols or requirements (including for COVID) notified to you by us;
 - b) You refuse to comply with any reasonable health and safety directions given by our staff;
 - c) we reasonably believe there is a risk that you may have or be carrying COVID; or
 - d) you are required to be in isolation as a result of COVID diagnosis.

You accept that in any of the above circumstances, ticket refunds or exchanges will not be provided unless required by law.

- 4) You acknowledge that you may be asked to wait before entering, or be refused entry to parts of the Venue that have reached their total person limit.



- 5) You agree to comply with any health and safety related safety protocols or requirements notified by us while present at the Venue, which may include (but is not limited to):
 - a) health-based screening and monitoring;
 - b) wearing of approved fitted face masks where required;
 - c) hand hygiene requirements (including hand sanitising);
 - d) physical distancing requirements (including while queuing);
 - e) person density limits, including person limits for particular spaces and areas; and
 - f) any other health and safety protocols required due to applicable government directions.

Assumption of risk

- 1) By entering the Venue, you acknowledge that there remains an unquantifiable risk of transmission of viral illness (including COVID). You acknowledge the contagious nature of COVID and voluntarily assume the risk that you may be exposed to or infected by COVID as a result of attending the Venue, and that such exposure or infection may result in personal injury, illness, permanent disability, and/or death.
- 2) You understand that the risk of becoming exposed to or infected by COVID at the Venue may result from the actions, omissions, or negligence of yourself or others, including, but not limited to the directors, officers, employees, representatives, contractors (and their respective employees), invitees or agents of Marriner Group and the event organiser.
- 3) You release and forever discharge Marriner Group, its directors, officers, employees, representatives, contractors (and their respective employees), agents and the event organiser from any claim which you have or may have in respect of, or arising out of, being exposed to or being infected with COVID as a result of attending the Venue.

Use of Your Image

You consent to and authorise us to film, record or photograph 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 authorisation by, or compensation or attribution to you. All Recordings are our sole property and you release us from liability arising on account of such usage.

Security cameras operate in and around the Venue and you acknowledge that you may be filmed.

Liability

You enter the building at your own risk. To the maximum extent permitted by law, we will not be responsible for any loss, damage, harm, or injury arising from your entry to the Venue.

Your Belongings

If you bring personal belongings into the Venue:

- 1) You are solely responsible for those items;
- 2) You must not leave any bag or personal items unattended;
- 3) You must not bring any prohibited items (see below) into the Venue;
- 4) You must not bring a bag larger than A4 size into the Venue.

We reserve the right to:

- 1) Inspect and search you and your belongings when you enter and while you are in the Venue;
- 2) Refuse some or all personal belongings from entering the Venue or being stored in our cloakroom;
- 3) Require any bag or personal items to be stored in our cloakroom if you wish to bring it into the building. Items stored in our cloakroom will be stored at your own risk and we accept no responsibility for them.
- 4) Restrict and remove any flags or fan signs if they are not smaller than A4, soft, able to be readily put away and/or if they affect other people's enjoyment and/or if you are requested by staff.



Smoking and Illicit Substances

Illicit substances along with the smoking of cigarettes, cigars, vaporisers and e-cigarettes will not be permitted inside any part of our Venue (including toilets, backstage and dressing rooms).

Designated smoking areas are nominated in the street outside the Venue.

Prohibited Items

You are prohibited from bringing the following items into our Venue (**Prohibited Items**):

- 1) Alcohol
- 2) Glass, cans or open drink containers containing non-alcoholic and/or alcoholic drinks
- 3) Any illegal substances including controlled, dangerous or illicit drugs
- 4) Incendiary devices (flares, fireworks and smoke bombs)
- 5) Weapons of any nature as well as laser lights
- 6) Animals (other than registered assistance animals)
- 7) Bicycles, scooters, skateboards and rollerblades / skates
- 8) Large cameras, tablets, laptops, audio recording devices, video cameras, tripods or drones
- 9) Unauthorised advertising material or flyers
- 10) Umbrellas
- 11) Textas, felt pens, marker pens, paint or similar items
- 12) Prams, pushers, and strollers
- 13) Bags larger than A4 size, or any large item that cannot be placed under a seat
- 14) Any other item that in our opinion could cause harm, public nuisance or create a trip hazard.

We reserve the right to:

- 1) refuse entry to any person found to have any Prohibited Items in their possession;
- 2) require the Prohibited Item to be stored in our cloak room;
- 3) refuse the Prohibited Item from being brought into our Venue.

Liquor Licensing Rules

It is a condition of entry that you will comply with Victorian liquor licensing laws and respect our adherence to Responsible Service of Alcohol principles.

- 1) You may not bring your own alcohol into the building;
- 2) If you are considered to be intoxicated, affected or behaving inappropriately, you may be refused entry/evicted from the Venue and/or may be refused alcohol service at our discretion;
- 3) You may only consume alcohol inside the Venue's designated licensed areas. You may not be permitted to take alcohol into some areas of the Venue at some events;
- 4) You may be required to empty water bottles before entering the Venue. If so, free water will be provided;
- 5) Minors:
 - a) You accept that entry of minors at licensed events is at our sole discretion. If we approve entry, a parent or guardian must remain with/beside the minor at all times, is responsible for minor and the adult may also be refused alcohol;
 - b) The minimum acceptable age for a minor attending a licensed event at Forum Melbourne will be sixteen (16) years;
 - c) We may require appropriate age identification for any person seeking to enter our Venue and if seeking to purchase and/or consume alcohol. If age identification is not accepted, or considered to be fraudulent, you may be refused entry without recourse or compensation and/or your identification may be confiscated;
 - d) You accept it is an offence for minors to purchase or consume alcohol, or for a person to supply alcohol to a minor;
 - e) You accept that events which are promoted as All Ages events may have different requirements including no alcohol being served to any person and no pass-outs being provided to any person.

Breaches of these laws may result in eviction from the building and persons being reported to the Police (penalties may apply).

Phones, Devices and Recordings Policy

We reserve the right to vary this standard policy at our discretion and without notice for each event.

- 1) Filming, photography and recordings of any kind during an event may be prohibited. This will be advised by signage in the Venue and/or pre-show announcements. If you are detected to have been filming, taking photos or otherwise recording when prohibited, you may be required to delete any such photos and/or recordings in the presence of our staff.
- 2) We may require all mobile phones and electronic devices to be powered off during an event. Phones, smart watches, and other communication devices must at minimum be switched to silent mode. If our staff believe your use of your phone or electronic device is disrupting the event or the enjoyment of the event by other patrons and guests, you may be required to leave the Venue.

The following types of devices are permitted or not permitted in the Venue:

We allow	<ul style="list-style-type: none"> • Small hand-held personal cameras • Mobile phones with cameras
We do not allow	<ul style="list-style-type: none"> • Professional or large cameras (including those with SLR capabilities) • Cameras with detachable lenses • Audio or video recorders • Tripods • Any flash photography • Laptops, tablets or iPads • GoPros • Other devices with functionality similar to the items listed here.

Version Control

Version	Date	Notes	Responsible
1.0	19/3/2018	Update of Conditions of Entry	CM
2.0	6/11/2020	Inclusion of COVID-Safe Special Terms, inclusion of Summary.	JC
2.1	21/4/2021	Update to COVID-Safe Special Terms	JC
2.2.1	3/11/2021	Update to COVID-Safe Special Terms (Vaccination age)	JC
3.0	12/05/2021	Integration of COVID-Safe Special Terms in the General Terms	JC