



Marriner
Group



Conditions of Entry – Theatres

October 2025

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, smartwatch, and digital devices are 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 and comfort of all patrons. Security cameras operate throughout the theatre, you and your belongings may be searched on entry, and certain items (including hot food, and large items such as bags or cameras) 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, and our staff can advise if you have any questions.

Please follow the directions of our staff and venue signage. We are here to ensure everyone has a safe and enjoyable experience. If you do not follow our directions and protocols, you may be asked to leave the venue immediately without further recourse.

We aim to provide safe and enjoyable experiences for all patrons and guests. If you feel that your enjoyment of an event is being compromised in any way or by the actions of another person, or if there is a way we can make your experience more comfortable, please contact our staff immediately so that we can try to find a solution.

Treat each other and staff with respect. If you compromise the health, safety, or experience of patrons or staff, or if you do not follow these conditions of entry, you may be relocated, refused entry or removed from the venue.

Please consider your health and wellbeing. Stay at home if you are unwell, or if you or anyone in your group (including any children) feel unwell while at the venue, make your way out of the auditorium where our staff are available to assist you. Hand sanitiser is available throughout the foyers, and please always adopt good hygiene and respiratory practices.

Health and safety are our priority. Notices are posted at auditorium doors advising if the performance contains elements (such as strobe lighting or smoke effects) that may affect patrons. The venue is frequently and thoroughly cleaned and sanitised. Please be aware that allergens may be present in food and beverages in 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.

The full Conditions of Entry are on the following pages.

Conditions of Entry – Theatres

Welcome to our theatres. Marriner Group (Vic) Pty Ltd ACN 685 263 450 (trading as **Marriner Group**) ("Marriner Group", "We" or "Us") is committed to creating a safe environment for all staff and patrons.

By entering the Princess Theatre, Regent Theatre, Comedy Theatre or Forum Melbourne (the **Venue**), you agree to follow these Conditions of Entry when you visit our Venue, together with any instructions from our staff and any signage displayed.

Entry, Exit and Ejection

Before You Enter

For everyone's safety and comfort, you may be required to:

- Present a valid ticket or invitation.
- Show acceptable photo identification to confirm your age, identity or concession entitlement.
- Remove hats, hoods, masks or helmets before entering.
- Consent to a security check of your person and belongings.
- Follow staff directions when queuing outside or inside the theatre.

While Inside the Venue

Once admitted to the Venue:

- Keep your ticket with you and show it when requested.
- Sit in the seat allocated on your ticket (unless it is a General Admission event, which is first-come, first-served).
- Ensure children or minors in your care remain with you at all times, including sitting beside you in the auditorium.
- Note that latecomers, or those leaving during a performance, may not be readmitted until a suitable break in the performance as required by the event organisers.
- Tickets that are damaged, defaced, or purchased through unauthorised resale may be refused, seized, and are not eligible for refund unless required by law.

When Exiting

When the event concludes, please:

- Exit the Venue in an orderly way.
- Follow staff instructions to clear areas and access ways.
- Be considerate of neighbouring properties by avoiding unnecessary noise or disruption.

Refusal of Entry or Removal

To protect the safety and enjoyment of all patrons, you may be refused entry, asked to leave, or removed from the Venue if you:

- Breach any Condition of Entry.
- Damage property or create a risk of harm to others.
- Act in a way that is threatening, offensive, disruptive, or unlawful.
- Appear intoxicated or under the influence of illicit substances, or are suspected of buying, selling, or carrying such substances.
- Enter restricted areas (including the stage) without authorisation.
- Refuse to follow the reasonable directions of our staff.

If you are asked to leave, you must move at least 20 metres from the Venue. Refunds will not be provided in these circumstances, and re-entry may be refused indefinitely.

Your Behaviour

- Please behave responsibly and respectfully so that everyone can enjoy the event safely.
- Do not touch or interfere with artwork, displays or property within the Venue.
- Dangerous activities such as crowd surfing, stage diving or climbing on structures are not permitted or encouraged. All patrons are responsible for their own safety.
- Keep aisles and doorways clear and follow directions from staff.
- While there is no dress code, we recommend proper footwear for your safety. For your safety, please avoid wearing thongs/flip-flops.
- If most patrons choose to stand or dance at a seated performance, this may be permitted. However, if a small number of patrons disrupt others' enjoyment by standing or dancing, staff may direct them to sit down or relocate.
- Do not record or transmit any part of the performance, including via mobile devices.
- If another person's behaviour is affecting your enjoyment of the event, please notify our staff during the event. We cannot assist once the event has concluded.

Health & Safety

Patron and Guest Health

Before attending the Venue, please consider your health status and how it may affect other patrons, guests and employees. We may refuse entry or ask you to leave if:

- you do not comply with any government or Venue health and safety protocols.
- you do not follow any reasonable health and safety directions given by our staff.
- we reasonably believe there is a risk that you may have or be carrying an infectious disease.

In the above circumstances, ticket refunds or exchanges will not be provided unless required by law.

Health and Safety Protocols

While in the Venue you may be required to follow protocols such as:

- health screening or monitoring.
- wearing a fitted face mask (if required).
- using hand sanitiser or following hand-hygiene requirements.
- observing person-density limits, and physical distancing, including when queuing.
- any other health and safety protocols required due to applicable government directions.

Allergens

Food and beverages may contain (or come into contact with) common allergens, including nuts, dairy and gluten. Whilst precautions are taken by our suppliers and during service, we cannot guarantee that products are allergen-free. Patrons with allergies or intolerances should take this into account prior to consumption. Allergen information on all our products is available upon request.

Your Belongings

If you bring personal belongings into the Venue:

- you are solely responsible for your personal belongings.
- do not leave bags or personal items unattended.
- prohibited items (see below) are not permitted.
- bags larger than A4 size cannot be brought into the Venue and must be cloaked.

We may:

- Inspect and search you and your belongings on entry and during your visit.
- Refuse certain items from entering the Venue or being stored in our cloakroom.
- Require items to be cloaked. Items stored in our cloakroom will be stored at your own risk.
- Restrict and remove any flags or 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.



Use of Your Image

By entering the Venue, you agree and authorise us to film, record or photograph you (**Recording**), and to reproduce Recordings without further authorisation by, or compensation, or attribution. All Recordings remain the property of Marriner Group, 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

Entry to the Venue is at your own risk. To the maximum extent permitted by law, Marriner Group will not be responsible for any loss, damage, harm, or injury arising from your attendance. 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, attending the Venue.

Smoking and Illicit Substances

- Smoking (including cigarettes, cigars, vapes and e-cigarettes) and the use of illicit substances are not permitted inside any part of our Venue, including toilets and backstage areas.
- Designated smoking areas are located outside the Venue.

Liquor Licensing

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.

- You may not bring your own alcohol into the building.
- 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.
- 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.
- You may be asked to empty water bottles before entering the Venue. If so, free water will be provided.

Minors at Licensed Events

- 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. The parent or guardian is responsible for minor, and the adult may also be refused alcohol.
- The minimum age for a minor attending licensed events at Forum Melbourne is 16 years.
- Proof of age may be required for entry or purchasing and/or consuming 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.
- Supplying alcohol to minors, or minors consuming alcohol, is a serious offence and may be reported to police.
- 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.

Prohibited Items

For everyone's safety and comfort, the following items may not be brought into our Venue (**Prohibited Items**):

- Alcohol, glass, cans, or open drink containers containing non-alcoholic and/or alcoholic drinks
- Hot food (which will not be stored in our cloakroom)
- Any illegal substances including controlled, dangerous or illicit drugs
- Flares, fireworks, smoke bombs and other incendiary devices
- Weapons of any nature, as well as laser lights

- Animals (other than registered assistance animals)
- Bicycles, scooters, skateboards and rollerblades / skates
- Large cameras, tripods, tablets, laptops, drones, or audio/video recording devices
- Unauthorised advertising material or flyers
- Umbrellas
- Textas, felt pens, marker pens, paint or similar items
- Prams, pushers, and strollers
- Bags larger than A4 size, or any large item that cannot be placed under a seat
- Any other item that in our opinion could cause harm, public nuisance or create a trip hazard.

We reserve the right to:

- refuse entry to any person found to have any Prohibited Items in their possession.
- require the Prohibited Item to be stored in our cloakroom.
- refuse the Prohibited Item from being brought into our Venue.

Phones, Devices and Recordings Policy

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

- **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. Patrons may be required to delete unauthorised photos and/or recordings in the presence of our staff.
- Phones, smart watches, and other communication devices must be switched to silent mode or turned off if requested. 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 asked to leave the Venue.

Devices Allowed

- Small hand-held personal cameras
- Mobile phones with cameras

Devices Not Allowed

- 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 or similar devices
- Other devices with functionality similar to the items listed here.

Version Control

Version	Date	Notes	Responsible
3.2	15/05/2024	Previous revision	JC
4.0	03/10/2025	New revision	JC