



19-21 July 2019

Real stories.
Real issues.
Real characters.
Real joy.

Discuss.

TICKETING TERMS AND CONDITIONS

Castlemaine Documentary Film Festival 2019 ticketing terms and conditions are listed below.

Cards – We accept Visa and Mastercard payments. We do not accept American Express.

Fees – All online, phone and Box Office transactions incur a 50c per ticket transaction fee.

Refunds – Please check your sessions, times and passes are correct prior to payment as there are no refunds on any item sold.

Tickets – Tickets are automatically emailed along with your receipt after purchase. It is the **purchaser's responsibility to contact the Castlemaine Documentary Film Festival in a timely manner** if there are any anomalies.

General Admission – Tickets entitle the bearer to general admission. The venue doesn't offer reserved seating. For accessibility needs, please call the box office and information line on 0413 563 404 or email hello@cdocff.com.au.

Concessions – Available to full-time students, pensioners, healthcare card holders and seniors. Concession cards must be shown at the box office, cinema doors and on request.

Industry Concessions – We offer concessions to the following industry groups: Media Entertainment & Arts Alliance (MEAA), Australian Film Institute (AFI), Australian Academy of Cinema Television Arts (AACTA), Screen Producers Association of Australia (SPAA), **Australian Cinematographers Society (ACS), Australian Directors' Guild (ADG), Australian Writer's Guild (AWG), Australian Screen Editors (ASE), Australian Production Design Guild (APDG)**. Guild membership card must be shown at the box office, cinema doors and on request.

Program Times – Whilst every endeavour is made to honour published details, the Castlemaine Documentary Film Festival program times and details are subject to change without notice.

Latecomers – Your ticket guarantees admission if you are seated before the session begins. Latecomers enter at staff discretion.

Cancellations – In the event of a cancelled screening, your tickets will be refunded or replaced by tickets of equal value.

Classification – Please refer to the festival program for film suitability guidance and trigger warnings.

Entry to Sessions – All persons seeking admittance to attend an event or session must have a valid ticket, irrespective of their age. This festival is not suitable for children under 4 years of age. Children aged 4-14 years of age must be accompanied by a responsible adult guardian.



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Behavioural Standards – The Castlemaine Documentary Film Festival will not tolerate inappropriate behaviour of a threatening, aggressive, or abusive nature towards our audience members, guests, volunteers, staff or partner venue staff. Our Front of House team reserves the right to deny admission to our venues.

Companion Cards – Are accepted for all sessions. Companion Card tickets can be booked by email to hello@cdocff.com.au or by phoning 0413 563 404 and quoting the companion card number and the ticket holder's booking details.

Access – The Theatre Royal has wheelchair access. If you require assistance with seating or have other needs, call the box office and information line on 0413 563 404 or email hello@cdocff.com.au.

Copyright – The use of recording devices during Castlemaine Documentary Film Festival sessions constitutes a breach of copyright and is strictly prohibited. Any person caught in the act of filming a festival session will be immediately expelled, and the pirated material will be seized. Such persons may be subject to legal action.

By purchasing tickets online the Castlemaine Documentary Film Festival will collect Personal Information for the purposes of ticket delivery and future communications. You may unsubscribe from these communications as any time. This Personal Information may be disclosed to Visit Victoria should they request access. You may request to access any personal information so collected or request that information so held be corrected if it is not accurate or complete. It is a legal requirement we collect the Personal Information on behalf of Visit Victoria.

