

Sleep Theory
T&C's

All package purchasers will be contacted 3-5 days prior to the event date with the event schedule, check-in location, time and instructions on where to pick up package inclusions. Such information will be sent by vip@superfan.live to the e-mail address or telephone number provided at the time of purchase.

If you have not received this 3 days before the show, please contact us immediately vip@superfan.live

Merchandise items included in your package will be available for pickup at the venue the day of the show at the designated VIP check in location (or other designated location). All merchandise must be collected onsite on the day of the show and will not be mailed if you do not check in. If you need to add an alternate pick up name, please contact vip@superfan.live within 10 days of purchase.

You must bring a valid photo ID matching the purchaser's name on this order to the event. Guests who cannot present a photo ID matching the purchaser's name on the order will be turned away. You may be required to sign a waiver and release of liability.

By purchasing a package, you consent to have your photograph taken at the event. These images may appear in a collective album that will be visible by other event attendees. Certain images may be shared by Superfan, the photographer, and/or the artist for promotional purposes. Events, dates, venue location, inclusions, merchandise, package programs, and amenities may vary market-by-market and are subject to change and cancellation at any time. You will be offered a refund or exchange of ticket if an event is cancelled, rescheduled, or significantly relocated by the relevant venue, promoter or person responsible for the event (the "Seller") (and you cannot or do not wish to attend the rescheduled or relocated event), or to the extent otherwise required by law (including the Australian Consumer Law). If a VIP event is cancelled, rescheduled, or significantly relocated by the Seller then all liability is limited to the amount for which the ticket was purchased. No refunds, exchanges, resales, or transfers will be permitted.

All package elements will be rendered invalid if resold or transferred. Please note this offer is not valid if this ticket was purchased via Fan-to-Fan Resale. Partial attendance at a single-day event or multiple-day event is not eligible for a refund. The artist, tour promoter, ticketing company, venue and any other affiliated parties reserve the right to sell additional items not currently listed, including but not limited to single-day tickets or additional packages, at their sole discretion. The artist, tour, promoter, ticketing company, venue or any other affiliated parties are not responsible for outdated or inaccurate information provided by the guest at the time of purchase which may result in undelivered product.

If you have ACCESSIBLE needs, please email vip@superfan.live as soon as you have placed your order, and we will do our best to accommodate your needs based on availability at the venue. You may opt out of such promotional and marketing messaging at any time.

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