This ticket sold by Lighthouse Burnett Heads Special Events Pty Ltd (ABN 41 666 329 979) trading as Lighthouse Presents (LHP) who is responsible for the Lighthouse Rock. The following conditions are both of sale, entry, and attendance at the Event. (You) and (your) refers to the ticketholder. (We), (our), (Lighthouse Rock) and (Event Organiser) refer to Lighthouse Presents (LHP) its employees, contractors, volunteers, and authorised persons. This agreement means these terms and conditions and other conditions specialized by us on our website and booking platform Oztix.

**TICKETING**

* Ticket purchases are only transferrable via Oztix ([www.oztix.com.au](http://www.oztix.com.au)).
* Tickets purchased through Oztix are distributed via email prior to the Event. The ticket holder can print the barcoded ticket and display or carry the barcoded e-ticket in their smartphone and bring to the Event. For acceptable entry to the Event, the barcode is required for scanning.
* Ticket Holders ages 18 years or over must show ID to prove their age.
* There will be no refund if you or your invitees are asked or forced to leave or if you decide not to attend the Event.
* Companion cards discount acceptable only if assisting the companion card holder, please contact Oztix (<mailto:info@oztix.com.au>) for more details. Link will be provided only through Oztix.
* Our full Ticket Terms & Conditions are available here

**ARTISTS AND VENUE**

* We reserve the right to add, withdraw or substitute artists, vary any advertised program, change of venue, and vary audience capacity.

**CONDITIONS OF ENTRY**

* Your ticket will be exchange for a wristband on entry to the Event and must be always worn for the duration of the Event. Damage to a wristband (even accidental) will render it invalid and access to the Event denied.
* We reserve the right to deny admission to the Event to any person holding a ticket that appears to be tampered with, counterfeited, or duplicated.
* Valid photographic ID is required for age and name verification and for entry by e-ticket holders.
* It is a condition of entry to the Event that a search of your person and/or possessions be required at the time of entry to the Event. GLASS. ALCOHOL, UNSEALED DRINK CONTAINERS, WEAPONS, ILLEGAL SUBSTANCES, or any item the Event organizers consider may be used in an illegal or offensive manner may be confiscated. All bags/containers will be subject to a full search. Lighthouse Rock is licensed, do not bring alcohol with you – any prohibited item found will be confiscated and not returned.
* An empty clear drink containers can be brought into the Event; complimentary drinking water outlets are provided in the Event area.
* Entry to the Event is at own risk and the right to refuse entry is reserved. The Event organise or venue be held liable for any loss, injury, or damages sustained entering the Event to the extend allowed by the law.
* Anyone found within the Event area without a valid wristband or accreditation will be deemed to have trespassed and will be evicted from the Event and may be handed over to the Police.
* Entry may be refused if you do not obey to all Queensland government regulations regarding the Event.

**AUDIO & VISUAL**

* Audio or visual recording of the Event, including as an audience member, grant us the right to use such photos and recordings for promotion, marketing, and other purposes in all media without restriction. Still cameras are permitted for private purposes only, not for public display or for commercial use.

**LIABILITY**

* To the fullest extent permitted by law, we do not accept any liability of any nature for the acts, omission, or default of those providing services in connection with the Event, or any liability for any injury, damage, loss, delay, or additional expense which incurred at or in association with the Event.
* Admission is at your own risk. You acknowledge neither we nor the Event venue will be responsible for any loss or damage to property (including person property such as bags, money, or other personal items) brought to purchased at the Event by you or your invitees.
* You will be liable for any hearing damage or loss at the Event

**SMOKING, ALCOHOL, ILLEGEL DRUGS AND GLASS**

* THE EVENT AREA IS LICENSED. To consume alcohol, you must be 18 years and over (photographic ID will be required as proof of age) and may only consume alcohol purchased within the Event area. We reserve the right to evict patrons who disobey or break Responsible Service of Alcohol legislation and law. Alcohol may only be consumed within the licensed Event area.
* The entire venue is a GLASS FREE ZONE, and no glass shall be brought into any part of the Event are including the Event car park.
* Designated smoking area (DOSA) provided in the Event area and vaping will be permitted on in the DOSA. NO SMOKING OR VAPING is permitted in any indoor area or outside of the designated smoking area, subject to applicable Queensland Health laws in place at the time of the Event.
* Anyone found supplying or consuming illicit drugs will be evicted from the Event and face criminal charges.
* We may refuse entry or evict you or any of your invitees if they are behaving in an intoxicated, disorderly, offensive, threating, or inappropriate manner, towards any person.

ENVIRONMENT AND COMMUNITY

* Be respectful of the Event are and place any litter in the recycle or other bins provided around the Event.
* Please respect the Event area, local community, and nearby residents and to not create excessive noise or litter while traveling to and from the Event.

GENERAL

* Any breach of any of these terms and condition will entitle us to evict you from the Event and confiscate any ticket or wristband, without refund.
* Footwear must be always worn with the Event area.
* NO ANIMALS will be permitted within the Event area, apart from guide dogs.
* In case of an emergency evacuation or situation, you must follow all directions from Lighthouse Rock staff and security.
* Fires and fireworks are not permitted within the Event area.
* Activates such as moshing, crowd surfing and stagediving are not permitted within the Event.
* ACCEPTABLE: standard high back fold out chair.
* NOT ACCEPTABLE: moon camp chair, lazy boy style lay back chair, blankets, or picnic blankets.
* Tents, umbrellas, marquees and gazebos are not permitted within the Event site.
* First-aid officers available on-site and roving through the Event for first-aid needs.
* Strongly encourage UV sunlight protection e.g., hats, sunglasses and sunscreen are recommended.
* Skateboard, scooters, rollerblades, roller skates, bicycles, seaways, quad bikes, hoverboards or any personal motorised vehicles are not permitted within the Event area.
* Drones or any other remote flying device are not permitted within the Event area.

COVID-19

* We are not required to offer a refund, exchange, or credit if:
* A Ticket Holder is well and does not wish to attend the Event due to fears of exposure to Coronavirus (COVID-19); or
* A Ticket Holder is unwell and does not attend the Event (other than due to Coronavirus (COVID-19) illness or symptoms which can be proven by display of a positive or negative COVID-19 test results).
* A Ticket Holder is from a group at a higher risk of Coronavirus (COVID-19); or
* A Ticket Holder is denied entry into the Event for reasons which were disclosed to the Ticket Holder in the ticket terms and conditions at the time of sale. For example, there reasons may include (but not be limited to) non-compliance with mandatory mask wearing or unwillingness to provide personal contact information when requested; or
* A Ticket Holder attends the performance and subsequently leaves part way through due to feeling unwell.
* In the event of a mandated requirement to self-isolate and/or mandated boarder closures, Ticket Holders may request a refund, exchange, or credit if:
* Proof of mandatory isolation is provided or reasonable evidence proving restrictions to travel due to Government order is provided
* Requests are made within 14 days from the date displayed on your entry ticket
* We may reserve the right to refuse remedy if:

1. There is no current Government order restricting entry into Queensland and/or without having to mandatory quarantine, at the time of the festival.
2. Requests are not made with 14 days from the date displayed on your entry ticket.

* Lighthouse Rock is committed to the delivery of a Covid-Safe Event and to comply with current Queensland government Covid-safe guidelines.