

## VIP Terms & Conditions:

- Please enter your VIP Package contact information matching a valid identification carefully. You will receive further instruction on how to redeem your VIP inclusions via the contact details matching the valid identification that you provide at the time of purchase.
- All information regarding your VIP Package inclusion(s) will be sent to either your email or to your text during the week of the show, including times for the event. Please get in touch with our team at [info@untitledgroup.com.au](mailto:info@untitledgroup.com.au) if you don't receive this communication from us within that time frame.
- Parents do not need a VIP ticket as a general admission ticket will suffice to accompany their child.
- Your VIP Package inclusion(s), such as signed tour poster(s) and bag(s) can only be redeemed, collected, or received on the day of the event, unless we advise you otherwise.
- Guests must adhere to all venue rules, regulations and RSA guidelines.
- There may be instances where we need to make alterations to parts of your VIP Package including (but not limited to) VIP inclusions and event times.
- When this happens, we will do our best to ensure that you will be provided with an alternative that has an equivalent value to the price of your Package. No cash alternative is available for merchandise item(s), gift(s) or VIP inclusion(s).
- Any VIP Package inclusion(s) not collected on event day can be organised to be posted out to you after the event, at your cost.
- If you have any questions about your VIP Package or experience, please feel free to reach out to our team at [info@untitledgroup.com.au](mailto:info@untitledgroup.com.au).
- Untitled Group has a strict no refund policy, unless required under Australian Consumer Law.
- Please make sure that you choose carefully when purchasing your VIP Package(s), as we are not able to provide refunds for change of mind or similar circumstances. VIP Package(s) are non-transferrable.