

Tourism Sales Terms & Conditions

Opera Australia appoints you as its non-exclusive agent to sell Opera Australia's products on the following Terms and Conditions. You must not sub-licence or authorise third parties to sell Opera Australia's products without our prior written approval.

PAYMENT TERMS

Invoices settled in full 30 days after the performance. New Year's Eve invoices must be settled 7 days prior to event (24th Dec) with no refunds or returns once the invoice is settled. You will receive an invoice when the order is confirmed.

FOC POLICY

Group bookings receive 1x FOC Guide if travelling with the group. Coach tours also receive 1 FOC Guide per Coach.

CANCELLATIONS

We will allow cancellation of small groups (8 tickets or less) up to 48 hours (except NYE). Anything over 8 pax must be cancelled 7 days in advance. We understand there are late adjustments required and will be as flexible as possible. If a customer is unable to attend for any reason related to COVID-19 or they are unwell, we will allow exchanges into a future performance up to 3 hours prior. We will endeavour to be as flexible as we can.

VOUCHER TICKET/COLLECTION

Digital tickets can be sent to you via email 24 hours prior to the performance for you to pass onto your clients. Otherwise tickets will be available for collection from the venue Box Office one hour before the performance. Please bring and present a photo ID bearing the name used for booking to collect your tickets at the box office.

SAFETY

All Opera Australia performances will comply with Public Health Orders and adhere to our epidemiologist-approved COVID-Safe Plan. Full details of our COVID-Safe Plan will be published on the Opera Australia website closer to the performance. Please visit <https://opera.org.au/covid-safety> for updates.

Patron-in-Chief

DR HARUHISA HANDA

AGE

There are no age limits, but we recommend our product for ages 8+.

DRESS CODE

While it is fun to dress up for the opera, there is no mandatory dress code. An extra layer is advised because it can get cold in the theatre.

LATE COMERS

Guests are recommended to arrive early to avoid rushing. Ushers will close the doors at show time and may not allow latecomers in until there is a suitable pause in the performance.

Agents must comply with all Australian laws in the sale of tickets – including consumer laws, card payment regulations, scalping laws, privacy laws and the LPA Ticketing Code;

All bookings and admission for Opera Australia events are subject to the General Terms and Conditions for Tickets and Admission (as updated from time to time) to Events available online at <https://opera.org.au/terms-and-conditions>. Please ensure this is communicated to purchasers prior to transaction.

Price representations made must be accurate and clearly marked with “Prices are subject to change without notice” so that customers are aware that performance ticket pricing may fluctuate in a manner similar to flights and hotels. If pricing for performances is increased or decreased, we require your representations and transactions to be updated within 1 business day following written notification of new prices.

There may be occasions where urgent customer service messaging around performance related information or venue related matters must be communicated to purchasers. We require your best endeavours to disseminate these occasional customer service announcements to ticket holders on our behalf as soon as practicable.

IMAGERY & INFORMATION DISCLAIMER

Please only use imagery supplied by Opera Australia who will have sought pre-approval from the relevant parties.

Agent must ensure that all information which it (or its third-party operators) display on their websites regarding Opera Australia products, is accurate and is not misleading or deceptive. The Agent must promptly correct any information which Opera Australia says is inaccurate or misleading and must use best endeavours to ensure that their third-party operators do the same.

Patron-in-Chief

DR HARUHISA HANDA