

Terms and Conditions of Sale

Tickets are valid only when purchased through ACMI or from an authorised sales channel. ACMI reserves the right to cancel and not refund any ticket it reasonably believes has been bought or sold by an unauthorised seller.

A valid ticket must be produced to gain entry to a ticketed event (including films, exhibitions, programs and other events). Ticket holders should be prepared to produce valid identification, member and concession cards (if applicable) at point of entry.

Bookings cannot be made without full receipt of payment.

Bookings may incur a transaction fee.

Third Parties

Some tickets are sold by ACMI as agent for the event owner or sponsor. In such cases the terms and conditions of the event owner or sponsor will also apply. Details of these terms will be available on the event page on ACMI's website or on the event owner or sponsor's website.

Cancellations & Refunds

ACMI reserves the right to cancel a ticket and refund the amount paid.

Lost, destroyed or stolen tickets will not be replaced unless ACMI is able to identify and cancel the relevant ticket.

Tickets are non-refundable unless stated otherwise. Where permitted, exchanges or transfers will incur a processing fee. If the event is cancelled or re-scheduled, ACMI will use reasonable endeavours to issue refunds on request.

However:

- i. If the event is cancelled or re-scheduled due to any cause beyond ACMI's reasonable control, there is no right of refund or exchange and ACMI is not obliged to arrange a substitute event.
- ii. If tickets are sold by ACMI as agent for the event owner, the event owner will determine if and when to issue refunds or exchanges.

To the extent permitted by law, ACMI has no liability to you beyond the amount paid to ACMI for a ticket. Where tickets are sold by ACMI as agent for the event owner ACMI will not be held liable for any dispute over an event or ticket purchase.

Privacy

ACMI will request and record personal information as necessary for the ticket purchase and event delivery. These details will not be used for any other purpose or disclosed without your consent unless you permit us to do so. The collection, use and management of personal information is regulated by the Privacy and Data Protection Act 2014 (Vic). Please see our [Privacy](#) page for further information.

Please note that where tickets are sold by ACMI as agent for the event owner, and you give your consent, your personal information may be provided to the event owner. You should read the event owner's privacy policy to learn how they may use and manage your information.

If you do not wish to provide personal information you can transact anonymously by purchasing tickets in person at our Ticket & Information Desk. Some events may not be available for in-person purchasing.

Photography & Filming

Mobile devices must be switched off or placed in silent mode during film screenings and events.

Conditions of Public Entry

All ticket sales and right of admission is reserved and subject to ACMI's [Terms and Conditions of Public Entry](#).

ACMI may deny entry and/or vary the event program, seating or venue arrangements and audience capacity in its discretion.

Late arrivals may result in non-admittance. For events where ACMI has maintained a standby list, entry to the event is subject to punctual arrival as unoccupied seats will be released at the start of the event. Entry to events is subject to classification laws. If you do not meet stated age limits you will be denied entry.

These terms may be varied at any time, including for specific events. The variations will be effective by posting the varied or additional terms on ACMI's website.