

Classical on Cuba Terms & Conditions of Sale

Any ticket issued is subject to the following conditions and may be revoked by the issuer, proprietor of the venue and/or organiser of the event for breach of any of the specified conditions. Classical on Cuba may change or amend these Terms & Conditions of Sale at any time.

Overview

Classical on Cuba sells tickets as the event organiser (“Promoter”) for Classical on Cuba. Any representations made by the Promoter regarding the event at any time and any associated complaints or claims are the responsibility of Classical on Cuba. The Promoter sets all ticket prices.

Fees

No booking fees will be charged. There will be a credit/debit card surcharge for payments made by credit/debit card at 6%

Your ticket

A confirmation email which contains an e-ticket will be sent to the email address you provided during the ticket purchasing process, from which you can print your ticket(s).

Look after your ticket(s) as you would cash. It must be presented in order to gain admittance to the event. The code on the ticket uniquely identifies this ticket and the purchaser, and can be redeemed only once. Multiple copies of this ticket will not allow multiple entries. In the event that multiple copies of this code are presented at the event, the Promoter may refuse entry to all ticket holders presenting tickets with this code.

When entering events with an age restriction in place, appropriate identification must be shown. If suitable identification is not presented, you may be refused admittance to the event.

All ticket prices are shown in NZ Dollars and include GST where applicable. Classical on Cuba accepts Visa and Mastercard only.

Postponements, cancellations & refunds

Tickets cannot be refunded, exchanged or cancelled once issued except in accordance with the applicable laws of New Zealand.

If an event is cancelled, the purchase will be refunded directly to the credit card used for the original purchase. In the event of a postponement, purchased tickets for the original date will be valid for the new date unless otherwise notified. Purchasers have the option to seek a refund for the value of the purchased ticket(s) for a postponed event by contacting Classical on Cuba prior to the replacement date for the postponed show. In the event that a Promoter authorises ticket refunds for a postponed event, they will be issued only to the original credit card used for the purchase.

Purchase from unauthorised sources

Tickets are sold on behalf of the Promoter by Classical on Cuba. Do not purchase tickets from any source other than the Classical on Cuba or its authorised agencies. Tickets purchased from any other source may be unauthorised copies and may be refused admittance to the event.

Changes in program

The Promoter reserves the right to withdraw, replace, add or substitute artists or performers without notice. Please make sure the personal details that you enter are correct and up to date. If the particulars of an event that you have purchased tickets for change, we need to be able to get in contact with you. We will not be held responsible for failing to contact you with updated event information

Recording / audiotaping events

Cameras and video recorders, audiotape recorders and other types of recording devices may be prohibited at the event.

Refusal of admission or ejection for objectionable behaviour

The Promoter or venue reserve the right, without refund of any amount paid, to refuse admission to, or eject, any person whose behaviour does not comply with the rules and regulations set forth by the venue and/or Promoter.

Latecomers

Latecomers will not be given access to the performance unless there is a convenient break in the programme.

Credit card problems

Classical on Cuba's ticketing system involves an immediate exchange of information between us and your bank via DPS. Occasionally, your bank may not authorise a transaction, based on your account status or your card not being enabled for online purchases. In these instances, it is your bank denying your card, not Classical on Cuba, so please contact your bank for a resolution.

If you have any questions about the terms and conditions laid out in this document, please contact us at ticketing@ccat.org.nz or call +64 4 212 4725.