

The Beer InCider Experience 2017 Policies

Ticketing Policy

We take responsibilities to provide a safe and satisfying event seriously. To ensure we provide you with a great experience, we have formed the below Policies.

Ticket Terms and Conditions

1. We do not offer any refunds, exchanges or the transfer of tickets except as required by law.
2. All patrons MUST be 18+.
3. Footwear must be worn at all times. We will enforce a reasonable standard of dress.
4. Sorry, no pets are permitted at the event.
5. Entry is at patron's own risk. Patrons hold Redhair Events, Brisbane Showgrounds, any employee, director or agent of Redhair Events and Brisbane Showgrounds harmless and not liable for any loss, injury or damages sustained while coming to or from the event or while on-site at the event including that resulting from negligence.
6. Pre-purchased tickets must be presented upon entry (via PDF on mobile device or print out).
7. We are a tasting festival and not a beer swilling event. We encourage all of our patrons to eat well and frequently, and drink plenty of water. We practise the Responsible Service of Alcohol at all times.
8. Entry into the festival requires valid ID that shows Proof of Age. We will check all patrons for Proof of Age upon entry. Failure to produce evidence of Proof of Age will result in refusal of entry.
9. Every patron must wear the wristband provided inside the festival at all times.
10. Dedicated smoking areas are provided within the festival. Smoking is only permitted inside those areas.
11. No food or drinks (except sealed, unopened bottled water) will be permitted into the festival.
12. No drugs, firearms or other potentially dangerous items can be brought into the festival.
13. All patrons carrying bags will be required to submit their bag for a check at entry. Refusal will result in denial of entry into the festival. Any patron found to be consuming externally purchased food or drinks within the festival will be removed.
14. We reserve the right to cancel or postpone the event for any reason. We will act reasonably in doing so.
15. Management reserves the right to refuse entry to any patron for any reason. We will act reasonably at all times.
16. Tickets are created and managed by Eventbrite and are also subject to the terms and conditions of Eventbrite. You can read them at www.eventbrite.com.au.
17. Any patron who acts in a criminal way during the festival (theft, taking illegal drugs, etc) will be handed over to the police.
18. By entering the event, all patrons agree to be bound by and subject to these Ticket Terms and Conditions.

Sourcing Locally Policy

When possible, we source suppliers locally. This includes providers of marketing advice, tents, marquees, food providers and of course beers/ciders. Where it's not financially viable to use locally made products, we source from overseas.

Website Privacy Policy

You can find our Website Privacy Policy below. We have encrypted our website using SSL so all personal information sent over this website is safe to SSL Certificate standards.

This website is managed by Redhair Events. This Website Privacy Policy governs our company's collection, use and disclosure of your personal information in relation to your use of our website in accordance with the Privacy Act 1988.

Information Logged

When visiting this site, a record of your visit is logged. This 'clickstream data' is collected for statistical purposes and is used to help improve our website. The following information is supplied by your browser (for example, Safari) and is collected by us:

- The user's server address;
- The user's operating system (for example Windows, MAC);
- The user's top level domain name (for example .com, .gov);
- The date and time of the visit to the site;
- The pages accessed and the documents downloaded;
- The previous site visited; and
- The type of browser used.

Email

When you email us personal information, or provide it to us through 'contact us' options provided through this site:

- We will record your email address and any other information submitted;
- We will use this information for the purpose for which you provide it; and
- Your email address will not be added to a mailing list, unless provided by you specifically for that purpose.

If you fail to provide us with a minimum level of information (usually marked with an asterisk and generally, an email address), we may not be able to respond to you.

Subscription Services & Newsletters

Personal information is collected by us when you subscribe to any subscription service (for example our Brewsletter) on this website. The contact information you provide will only be used for the purposes of the subscription service. If you fail to provide the personal information we request when you subscribe, we may not be able to provide the subscription service to you.

Disclosure

We will only disclose your personal information for a purpose other than the purpose for which it was given to us where we are authorised to do so pursuant to the Privacy Act.

Privacy Policy

Our Privacy Policy contains information about the kinds of personal information we collect and hold, and the purposes for which we use and disclose personal information. Our Privacy Policy also contains information about how you can seek access or correction to your personal information. It also contains details about how you can complain about a breach of the Privacy Act by us, and how we will deal with such a complaint. For a copy of our full Privacy Policy, please email Martin Keetels at martin@redhairevents.com.