

TERMS AND CONDITIONS – FRMEFEST 2025

By purchasing a ticket to this event, you agree to the following terms and conditions:

Refunds, Exchanges and Name Changes

a. Refunds cannot be guaranteed, except in situations where the event has been cancelled or rescheduled, or as required under Australian Consumer Law.

A change in personal circumstances does not entitle a ticket holder to return a ticket and obtain a refund. If a ticket holder is entitled to a refund, these will not be processed within 14 days of the first day of the event.

If a ticket is not redeemed, a ticket holder is not entitled to request a refund post-event.

Name changes will be accepted at any point prior to the first day of the event.

Cancellation or Postponement

In the case of the event being postponed or rescheduled, ticket holders will be advised of the new dates as soon as is practicable and offered access to the rescheduled dates at no additional cost.

If a ticket holder can no longer attend the event due to the change in dates, they will be entitled to submit a request for refund within four (4) weeks of being notified of the change in dates.

If the event is cancelled, ticket holders will be entitled to a full refund. To ensure timely processing, please ensure that a ticket confirmation number is included with the refund request.

Collection of Information

FRMEFEST GROUP PTY LTD will not pass along ticket holders' information to any third party without their consent except as required for event-related purposes.

If information is required to be communicated to a third party organisation, ticket holders will be notified at the time of purchase.

Where tickets are being purchased on behalf of someone else, FRMEFEST GROUP PTY LTD relies that the ticket buyer has authority to act on behalf of the other registered people to submit their information and consent on their behalf to the terms and conditions as outlined here. View our privacy policy, collection notice and terms and conditions to understand how we use your personal information.

Marketing and Promotions

Ticket holders consent to their position title and company being used by FRMEFEST GROUP PTY LTD for the purposes of promoting the event, as well as in post-event reporting.

All ticket holders consent to be added to relevant FRMEFEST GROUP PTY LTD databases and to be sent relevant digital and print publications, as well as third party mailouts.

Recording and Publication

Ticket holders consent to photos and video footage being taken throughout the event, which may be used in any FRMEFEST GROUP PTY LTD publications (print and digital) as well as for future marketing of this and other events organised by FRMEFEST GROUP PTY LTD.

Delivery of Tickets and Confirmation of Orders

Confirmation of ticket purchase will be delivered electronically via email. Ticket holders should check their junk mail folder for any confirmation emails.

It is recommended that all ticket buyers note their ticket confirmation number before navigating away from the confirmation page – this will be required to follow up on or to confirm a purchase.

It is the ticket buyer's responsibility to contact FRMEFEST GROUP PTY LTD if they believe an error has occurred during the ticket buying process.

FRMEFEST GROUP PTY LTD will not be responsible for any loss incurred (monetary or otherwise) if they assume that an order was or was not placed due to a technical error.

Limitation of Liability

To the extent permitted by law, FRMEFEST GROUP PTY LTD shall not have any liability to the ticket holder/s beyond the value of the ticket and any transaction fee. FRMEFEST GROUP PTY LTD will not be liable for any wasted expenditure or loss of enjoyment. Personal arrangements including accommodation and travel relating to the event which have been arranged by the ticket holder are at their own risk.

Ticket Limitations

When purchasing or redeeming a promotional code for tickets, there is a limit to a specified number of tickets per event.

This policy is in effect to discourage unfair ticket buying practices.

FRMEFEST GROUP PTY LTD reserves the right to cancel any orders that we identify as breaching these conditions including where we know or reasonably suspect that ticket purchases or redemptions have been duplicated to avoid proper registration process.

Fees

Pricing displayed on our website includes GST and transaction fees.

On site ticket prices may vary.

Currency

Unless another currency is specifically listed, all ticket prices are listed in Australian Dollars and are subject to GST.

Payment methods accepted are Visa, Mastercard and AMEX.

Please note there are no cash facilities on site to make payments in cash, they must be made by credit or debit card.