



MODIFYRE 2021 Ticketing Policy

Revision	Date of issue	Prepared by	Reviewed by
A	15 May 2019	Emma Necus	Marisa Georgiou
B	10 January 2021	Emma Necus	Elliott Hunt
C	6 June 2021	Emma Necus	Elliott Hunt

6 June 2021



Applicability

This document is a policy of Modifyre (“**Event**”), which is held under the direction of BURN Arts, Inc. (“**Association**”). This document applies to all members of the Association (“**Members**”) and serves as a guide to individuals attending Modifyre (“**Participants**”).

Purpose

To provide information and guidance on the process and underlying ethos for ticketing for Modifyre.

General Information

Tickets are the key to creating Modifyre, (almost) everyone buys one including our production team. This is in an effort to promote crowd-creation over commercialisation, and is in-line with the ethos of Modifyre and the objects of Burn Arts Inc.. There are no sponsors or corporate production companies. There's just you, me, our collective resources, and our endless imaginations.

Tickets fund Modifyre, the money raised goes to provide toilets, site rental, toilet paper, fuel for the generators which power the lights, including the lights in the toilets. We are entirely dependent on ticket revenue to fund the event.

Your ticket purchase is the baseline to participation at Modifyre. There is no free entry for artists and performers, no passes for media, or special discounts for volunteer crew.

Amendments

BURN Arts Inc. and Modifyre may amend this policy from time to time. If we do so, we will notify you via the email address you entered at the time of purchasing your ticket.



1 General Ticket Types

There are three tiers of tickets. Prices are set each year by Burn Arts Inc, in consultation with our treasurer. Ticket tiers are time limited, as the price increases as the event draws near, but all tickets are released at the same time. This leaves the option to contribute as much as you are able.

Under 18's tickets (for ages 14-17) are also available and these participants are provided with an U18 wristband to ensure safety and identification. Children under 14 attend for free but must still be registered to be on site, and wear an under 18 wristband.

Core crew are able to buy tickets at first tier prices until the allocation is exhausted. This is at the discretion of the relevant team lead (eg build crews, DIC, Gate etc).

2 Exceptions

Event Production Team

Core Event Production crew are able to buy tickets at first tier prices until the allocation is exhausted. This is at the discretion of the relevant team leads (eg build crews, DIC, Gate etc.)

Traditional Custodians

BURN Arts Inc. provides a limited number of free tickets to Traditional Custodians of the land on which Modifyre is held, the Bigambul and Kambuwal people. These are disseminated via the Indigenous Liaison.

Carers

BURN Arts Inc. provides free tickets to those holding a valid carers card. Please email tickets@modifyre.org to organise these tickets in advance.



3 How to Purchase

Tickets are purchased online via Humanitix. This is a not-for-profit ticketing platform where all profits are donated to charitable causes. More information on Humanitix can be found here: <https://www.humanitix.com/au/our-model>

We don't sell tickets on the gate, but unless sold out prior, online ticket sales remain open until gate closes at 5pm on the Saturday of the event.

To purchase a ticket you will need to:

- Register an account on Humanitix
- Complete pre-registration for the event
- Buy your ticket!

Every ticket must be registered in the name of the attending participant and match the information on your photo ID that must be presented to the gate crew when you arrive.

Name changes are permitted and are facilitated via tixel: <https://tixel.com/au/>. A link to the resell site can also be found on our website when the event is live.

Please note It is against our Terms and Conditions to on-sell tickets for a higher price than that purchased. If this occurs the ticket will be cancelled and no refund given.

4 Refunds

We do not offer refunds for change of mind or circumstance.

Please see **Appendix A: COVID Refund Ticket Policy** for circumstances where refunds may be considered.

5 Locals Tickets Policy

We do not have a separate tickets policy for local participants. Local participants are required to buy a ticket and pre register following the steps laid out above.

We have a small allocation of burn night only tickets which allow local business owners and contributors to attend to watch the burn itself. These ticket holders are informed they must leave post burn.



6 Early Entry

Anyone who is part of a Theme Camp or wants to volunteer with our build or site crews is welcome to come and help on-site in the lead up to Modifyre.

Early entry is coordinated by relevant team leads prior to the event. For early entry registration please have your Theme Camp email themecamps@modifyre.org, or if you're an individual volunteer not yet in touch with a team lead, email volunteer@modifyre.org.

7 Terms and Conditions (T&Cs)

Tickets are sold subject to the Presenter (BURN Arts Inc. – ABN 86 650 321 682) and any third-party vendor's 'Terms and Conditions' of sale which are available for review at the time of purchase.

The Terms and Conditions of sale, entry and participants' presence at Modifyre ("the event") include but are not limited to the following:

1. The name on the ticket must match the photo ID of the person attending the event.
2. Tickets will not be refunded under any circumstances, including but not limited to, the possible non-appearance of any group expected by the Ticket Holder or any adverse weather conditions.
3. A change in personal circumstances of the Ticket Holder does not entitle the return or the exchange of the ticket.
4. Tickets should not be resold above face value. If a ticket is resold then ownership must be transferred to the purchaser using the ticket transfer system provided by the Presenter's third party provider, Tixel. Once the transfer is complete the original ticket will not be valid for entry to the event.
5. Lost, stolen or damaged tickets will not be replaced.
6. Tickets only provide access to areas as indicated by signage at the event.
7. Children under the age of 18 must be accompanied to the event by a ticket-holding parent or legal guardian.
8. Children under the age of 16 must be accompanied by a ticket-holding parent or legal guardian at all times.
9. BURN Arts Inc. reserves the right to add, withdraw or substitute any elements of the program or vary the advertised event ticket prices or patron capacity at any time without notice.
10. Participants must observe the Event's set arrival and departure times onsite. Check the Modifyre website closer to the event date for any updates or changes to these times.

6 June 2021



11. Participants must follow the direction of all Event Operations Personnel, Rangers and lead community organisers at all times.
12. Community standards of behaviour are expected and persons deemed to be behaving in a manner that is dangerous or unacceptable will be refused admission and/or removed from the site.
13. Participants must remain within the event site perimeter. Persons found outside the event site's immediate boundaries will be considered trespassers and subject to prosecution.
14. As good environmental custodians and in respect of our 'Leave no Trace' policy, the following applies:
 - a. Entry into the festival site is subject to vehicles, equipment and personal belongings being free of soil (dirt & mud) and noxious or invasive plant matter (weeds and their seeds); and
 - b. Participants must not swim, bathe or dispose of any products or liquids in any dams or bodies of water in the vicinity of the event site.
15. The following items are prohibited on the event grounds: illegal substances, firearms, dogs or pets (guide dogs are the exception).
16. Purchase of ticket and/or entrance to the event indicates acceptance of the following warning and waiver of liability: The property you are about to enter is a provider of recreational services and activities, where you are further warned and advised that BURN Arts Inc. and/or the land it is staged on is an inherently dangerous place that may contain all manner of obstacles, risks and dangers, both known and unknown, natural and man-made which may result in loss or damage to your property, personal injury or even death. Knowing this to be the case, you voluntarily assume the risk of serious injury or death if you choose to come onto the property and do so at your own risk, waiving and foregoing any rights to make claims for losses and injuries.
17. YOU KNOWINGLY AND VOLUNTARILY ASSUME ALL RISK OF PROPERTY LOSS, PERSONAL INJURY, SERIOUS INJURY OR DEATH, WHICH MAY OCCUR BY ATTENDING THE EVENT AND HEREBY FOREVER RELEASE, DISCHARGE AND HOLD BURN ARTS INC. HARMLESS FROM ANY CLAIM ARISING FROM SUCH RISK, EVEN IF ARISING FROM THE NEGLIGENCE OF BURN ARTS INC., OR BY THIRD PARTIES, AND YOU ASSUME FULL RESPONSIBILITY AND LIABILITY FOR YOUR PARTICIPATION.
18. You understand that during the event art installations, theme camps, vehicles (including but not limited to 'art cars'), events and performances will be held and/or on display and you understand that most of these activities are not owned or operated by BURN Arts Inc., and YOU ASSUME ALL RISKS OF INJURY OR DEATH ARISING FROM THEIR OPERATION AND FROM PARTICIPATION IN ANY OF THESE ACTIVITIES. PARAGRAPH 17 APPLIES TO ANY INJURY YOU MIGHT SUSTAIN RELATING TO YOUR PARTICIPATION IN ANY OF THESE ACTIVITIES.

6 June 2021



19. You understand that some participants at the event may engage in expressive activity and dress, which may include nudity (partial or otherwise) and other types of expressive activity. You agree that such expressive activity and dress is not indecent nor offensive to you, and that you have decided to attend the event with full knowledge that such expressive activity and dress may occur. If you are accompanied by minors at the event, you acknowledge that you have made a choice that the minors may be exposed to the expressive activities and dress that take place at the event, and that you have exercised parental responsibility and control in bringing the minors to the event. Should you find that any activity at the event is offensive to you, or to any minors accompanying you, then you acknowledge that you can avoid such activity by, among other things, leaving the vicinity of the activity, or leaving the event.
20. Reading the Survival Guide is mandatory for all first time attendees, and furthermore being familiar with the Survival Guide is required for all participants at the event.

8 Related Documents

- [BA-P004 – Drugs & Alcohol](#)
- [BA-P005 – Eviction](#)

9 Contact

For further information, please contact:

Modifyre Ticketing Lead
BURN Arts, Inc.
Email: tickets@modifyre.org

6 June 2021



Appendix A: COVID Ticketing Terms & Conditions

The Modifyre team are planning towards what we hope will be an amazing event. However, the health and safety of our community must come first.

The COVID-19 pandemic is continually evolving, as such, the organisers will continually evolve our response to ensure we comply with all the relevant Queensland laws and health directives at the time of the event.

Key guidelines include but are not limited to, practicing social distancing, regular hand washing and the collection of personal details for contact tracing purposes.

In the event Modifyre is cancelled as a result of government restrictions, remedies to those who have bought tickets may include:

- Partial refunds if the event is cancelled due to Queensland laws and health directives, after expenses have been accounted for; or
- Postponing the event until a later date.

No refunds can be offered due to change of mind, change of circumstances or the weather. If a participant no longer wishes to attend due to concerns about COVID-19, this will be treated as a change of mind. Patrons will be encouraged to resell their ticket via [tixel.com](https://www.tixel.com), our secure ticket resale and name change platform instead.

It is a condition of entry that all patrons provide their contact information on entry, for the purpose of contact tracing during / after the event.

All participants will be asked a series of COVID screening questions on presentation to gate at Modifyre.

If you:

- are unwell;
- have been in close contact with a person who is positive for COVID-19;
- are positive for COVID-19; and/or
- have travelled overseas or to a declared COVID-19 Hotspot in the previous 14 days,

you will not be able to attend Modifyre. Participants who are unable to attend due to these reasons may contact tickets@modifyre.org prior to the event and will be

6 June 2021



entitled to a refund. Participants are also strongly encouraged to resell their ticket via [tixel.com](https://www.tixel.com) should this occur.

If a participant arrives at the gate and meets any of the above criteria, they will be refused entry.

Please also note that if there are other people in their car, none of them will be able to enter as well.



10 Version Control

Version	Date	Comments
A	15 May 2019	Version 1
B	10 Jan 2021	Version 2 - updated for 2021 release
C	6 June 2021	Version 3 - updated to include COVID-19 requirements