

TERMS & CONDITIONS

ONLINE PURCHASE TERMS AND CONDITIONS

The National Institute of Circus Arts website is owned and operated by National Institute of Circus Arts (ABN 80084913235). By browsing or purchasing from this website, you agree to be bound by these Terms and Conditions as amended from time to time.

PURCHASING

All classes or tickets offered on our website are subject to availability. If a class or event is full it will be noted on the product page. No orders can be taken for full classes or performances, so please join the waiting list or check back in regularly for availability.

Upon acceptance of your order you will be redirected to a page where you can print out a receipt with the details of your order.

PRICING INFORMATION

All prices listed on this website (including prices listed for short courses and tickets) are inclusive of GST. The total GST paid is included in the final price on the Tax Invoice.

All monetary values shown on this site are Australian Dollars (AUD).

Please note international orders may attract additional fees charged by your credit card provider for currency exchange.

ATTENDING AN EVENT AT NICA

Please exchange your email order confirmation for a ticket at the NICA Box Office. The Box Office opens one hour prior to the start of the performance. Latecomers will be only admitted to a performance during a suitable break or as determined by NICA. On-time performance is important to you, and therefore important to us. To ensure you get to your event on time we ask that you arrive at the venue at least 30 minutes before the scheduled performance. Arrival after this time may not guarantee the best available seating. The NICA National Circus Centre is accessible by wheelchair. Patrons who require assistance and disabled parking are advised to contact NICA in advance.

CANCELLATIONS AND REFUNDS

Please refer to the [Ticketing Code of Practice: Consumer Code - Sixth Edition 1 January 2016](#) from Live Performance Australia for cancellation and refund policies.

Some changes to bookings may be possible with a minimum of 24 hours notice for weekday performances and by 4pm on Fridays for weekend performances. Please contact NICA on 03 9214 6975 during business hours and quote the Invoice Number.

IDENTIFICATION AT THE EVENT OR PERFORMANCE

Patrons who have purchased a concession ticket are required to show a valid concession with photo identification (Pension, Student ID, Healthcare Card) at the Box Office.

MOBILE PHONES AND CAMERAS

No photography or recordings of any kind is permitted.

UP-TO-DATE NEWS & REVIEWS

You and your friends may also like to receive our bi-monthly eNewsletter, containing details of our latest events, news, reviews, and exclusive offers! You can do this at any time by subscribing to NICA's eNewsletter at www.nica.com.au

SHORT COURSES

SAFETY & INSURANCE

NICA exercises duty of care in all classes and makes safety its highest priority. It is recommended that participants have appropriate health insurance and ambulance cover. NICA Short Course participants are covered by public liability insurance. Enrolment is subject to participants agreeing to the terms and conditions outlined in the *Swinburne University of Technology, National Institute of Circus Arts Short Course Program 2017 Assumption of Risk, Waiver and Indemnity document*.

CANCELLATION AND REFUNDS

If a course is cancelled by NICA for any reason, participants will be notified and receive a full refund or credit towards another class. Participants wishing to withdraw from a course in which they are enrolled will incur a \$30 administration fee if withdrawing prior to the start of term. No refunds will be issued after the term has commenced. It is the participant's responsibility to be available for all enrolled classes as make-up classes are not always possible. We understand that sometimes things come up that prevent you from attending and will try our best to accommodate you in another suitable class within the same term. We do not offer credits that can be carried forward into the next term. No more than two make-up classes can be arranged within any term. Transferring to another class after the term has commenced will incur a \$20 administration fee. No classes will be held on public holidays.

GENERAL DISCLAIMERS

Use of this website is at your risk.

To the maximum extent permitted by law, none of The National Institute of Circus Arts Ltd, or any of their respective employees, makes any express or implied representation or warranty about, or will be liable to you or any other person for any loss or damage (whether direct, indirect, consequential or economic), however caused and whether by negligence or otherwise, in connection with, this website, its use, its content or any products or services referred to on this website.

This includes (but is not restricted to) loss or damage you might suffer as a result of any of the following:

- (a) your reliance on the completeness, accuracy, suitability or currency of the website or its content;
- (b) failure or delay of performance or in operation or transmission, computer virus or other harmful component, loss of data, communication line failure, unlawful third party conduct, or theft, destruction, alteration or unauthorised access to records; and
- (c) defamatory, threatening, offensive or unlawful conduct of third parties.

The National Institute of Circus Arts Ltd does not represent that any information (including any file) obtained from or through this website is free from computer viruses or other faults or defects. It is your responsibility to scan any such information for computer viruses.

Customer service

Any complaints regarding the goods or services supplied should be made to:

NICA

Street Address: 39- 59 Green Street Prahran VIC 3181 Australia

Mailing Address: PO Box 1277 Windsor VIC 3181 Australia

Ph (+613) 9214 6585 Fax (+613) 9214 6574

info@nica.com.au

Our normal office hours are 9am – 5pm, Monday - Friday.

PRIVACY AND YOUR PERSONAL INFORMATION

The collection of the personal information you have given to us to reserve your attendance at our events or short courses are governed by privacy laws. Please note:

- There is a mandatory requirement under Australian laws and regulations to collect some of your personal information in order to process your purchase.
- The purpose of our collecting your personal information is to confirm your attendance, to answer any queries you may have and to market the products and services of NICA and CircaNICA.

We are committed to complying with the Privacy Act's requirements in respect of the collection and management of your personal information.

Read our full Privacy Policy here: <http://www.nica.com.au/privacy-pm-360.html>

If you have any concerns, please contact NICA.

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