

## Friends Membership Terms and Conditions

- The 2019 Friends membership is valid until 30 June 2020.
- The cost of the membership is \$180.
- 15% discount on full price tickets to festival performances is limited to two tickets per performance.
- Friends members are entitled to exchange tickets to shows presented by the Adelaide Festival\*. Exchanges will attract an \$8.95 BASS transaction fee per booking. Exchanges can only be made in person at the Adelaide Festival Centre BASS counter, King William Street (9am – 6pm, Mon – Fri), and are subject to available capacity with the following conditions:
  - The performance being exchanged from must not be sold out
  - The performance being exchanged in to must have available capacity
  - Tickets can only be exchanged into a different performance of the same show
  - If the new performance has a higher ticket price or seating in a higher price category is chosen, the difference in cost is payable by the patron
  - There are no refunds for cheaper tickets or for failure to attend the performance
  - Ticket exchanges must happen in advance of the performance, and cannot be made on the day of the show, or after the performance has taken place

\*The full list of the shows available for tickets exchange will be available after the launch of the full 2020 program.

- Friends benefits vary annually, at the discretion of Adelaide Festival Corporation, and subject to change depending on the Adelaide Festival program each year.
- Your Friends membership number is your BASS account number. This number will be on your membership card or given to you at the time of purchase.
- Friend membership prices are shown during the ticket purchasing process. Please ensure you select this price type after you have logged in on the BASS website ([www.bass.net.au](http://www.bass.net.au)).
- Exclusive offers at the restaurant partners or Festival sponsors are subject to availability and subject to change at any time.
- If you require assistance with venue and seating access, please call 131 246 or come in to the Adelaide Festival Centre box office to purchase your tickets.
- Please contact BASS on 131 246 if you have lost or misplaced your Friends card or number.
- Our standard Terms and Conditions apply to all Adelaide Festival Friends tickets.