

ROOFTOP MOVIES TERMS & CONDITIONS

Last updated: 15 September 2026.

Before purchasing a Ticket or attending an Event, please read these Terms & Conditions carefully.

These Terms & Conditions apply to Tickets purchased for and attendance at **ROOFTOP MOVIES** events presented or promoted by **ARTRAGE Inc (ARTRAGE)**, a non-profit registered charity (ABN: 90 649 491 963).

By purchasing a Ticket, you agree to these Terms & Conditions and any applicable Event-specific information and Venue Conditions of Entry.

These Terms & Conditions should be read together with any applicable Privacy Policy, Collection Statement, Community Complaints Policy, Venue Conditions of Entry, and Event-specific information or conditions.

Nothing in these Terms & Conditions excludes, restricts or modifies any rights or remedies you may have under the Australian Consumer Law or other applicable law.

For clarity: these Terms apply only to Rooftop Movies. If you are purchasing for or attending FRINGE WORLD, please refer to the separate FRINGE WORLD Terms and Conditions by visiting fringeworld.com.au.

1 GENERAL

1.1 APPLICATION OF THESE TERMS & CONDITIONS

These Terms & Conditions apply to:

- the purchase and use of Tickets;
- attendance at Events;
- Gift Vouchers;
- Memberships and promotional benefits; and
- other customer-facing products, services or arrangements expressly stated to be subject to these Terms & Conditions.

Additional conditions may apply to particular Events, Ticket types, venues, experiences, promotions or customer benefits. Where additional conditions apply, they will be communicated to you before or at the time they become applicable.

1.2 ACKNOWLEDGEMENT OF TERMS

By purchasing any Ticket, Gift Voucher, Membership, product, or service, or by attending any ROOFTOP MOVIES Event or Venue, you acknowledge that you have had the opportunity to read these Terms & Conditions and agree to be bound by them.

Where a Ticket or service is acquired on behalf of a third party, you agree to inform that individual of all applicable Terms & Conditions and Event-specific requirements prior to their attendance.

1.3 GOVERNING LAW, CODES & CONSUMER RIGHTS

These Terms & Conditions are governed by the laws of Western Australia and applicable Commonwealth laws.

Where applicable, ARTRAGE also operates in accordance with relevant industry codes, including the Live Performance Australia Ticketing Code of Practice.

Nothing in these Terms & Conditions is intended to exclude, restrict or modify rights or remedies that cannot lawfully be excluded, restricted or modified.

1.4 CHANGES TO THESE TERMS & CONDITIONS

ARTRAGE may update these Terms & Conditions when reasonably necessary, including to reflect changes to laws, regulations, services, venues or operational requirements.

Where a change materially affects an existing purchase or entitlement, ARTRAGE will communicate the change where reasonably practicable and will not seek to exclude any rights you may have under applicable law.

1.5 NO WAIVER

If ARTRAGE does not immediately enforce a right or provision under these Terms & Conditions, this does not mean that ARTRAGE has waived that right or provision.

2 DEFINITIONS

In these Terms & Conditions:

- **ARTRAGE, we, us, or our** means ARTRAGE Inc
- **ROOFTOP MOVIES** means the Venue, Programme, event series presented and promoted by ARTRAGE
- **Event** means a performance, screening, activity, experience, festival event or other event presented or promoted as part of ROOFTOP MOVIES or by ARTRAGE.
- **Ticket** means a valid physical or digital ticket, entry pass or other admission entitlement issued by ARTRAGE or an Authorised Ticketing Channel for an Event.
- **Authorised Ticketing Channel** means the official rooftopmovies.com.au, authorised phone sales channel, venue box office or other ticketing outlet expressly authorised by ARTRAGE.
- **Ticket Holder** means the person holding or using a valid Ticket for an Event.
- **Venue** means the location at which an Event takes place.
- **Venue Conditions of Entry** means the conditions applying to entry and conduct at the relevant Venue.
- **Gift Voucher** means a gift voucher issued by ROOFTOP MOVIES or ARTRAGE that may be redeemed in accordance with its applicable terms.

3 TICKETING TERMS

3.1 EVENT-SPECIFIC INFORMATION

Events may be subject to additional conditions set by the individual Event and / or Venue.

Where an Event-specific condition applies, it will be communicated as part of the Event information or Ticket purchase process.

Before purchasing a Ticket, you should review the Event listing and any information provided about:

- date and time;
- venue;
- age restrictions or classifications;
- content warnings;
- accessibility;
- late admission;
- re-entry;
- participation requirements;
- prohibited items;

- seating arrangements;
- weather arrangements; and
- other Event-specific requirements.

3.2 TICKET PURCHASE

- Tickets may only be purchased through Authorised Ticketing Channels, being:
 - the Rooftop Movies website (rooftopmovies.com.au),
 - the ARTRAGE Audience Support phoneline (08 9227 6288), or
 - the Venue / ROOFTOP MOVIES Box Office.
 - Tickets purchased through unauthorised sellers or other channels may be invalid and may be refused for entry.
 - ARTRAGE does not guarantee the validity of Tickets purchased from unauthorised sellers.
- You are responsible for checking your Ticket and Event details before completing your purchase. Before payment, you should check:
 - event name;
 - date and time;
 - venue;
 - ticket type;
 - number of tickets;
 - ticket price;
 - applicable fees;
 - age or classification requirements; and
 - any Event-specific conditions.
 - Ticket availability, prices, allocations, and seating arrangements may vary between Events.
 - Ticket limits may apply to particular Events, Ticket types, performances or promotional offers.
 - Where a Ticket limit applies, it will be communicated during the purchase process or in the relevant Event information.

3.3 PRICING AND FEES

Ticket prices and applicable fees will be displayed during the purchase process.

Where a fee or surcharge applies, information about the fee will be provided in accordance with applicable law. Unless otherwise stated, prices are in Australian dollars and include GST where applicable.

3.4 TICKET USE, TRANSFER & RESALE

Tickets are valid only for the Event, date, and time shown on the order confirmation. Unless otherwise stated, you may gift a Ticket to another person if you:

- can no longer attend; or
- purchased the Ticket as a gift.

The recipient of a gifted Ticket is bound by these Terms & Conditions and any applicable Event-specific conditions.

Tickets must not be resold or used for unauthorised commercial or promotional purposes where unauthorised by ARTRAGE or prohibited by applicable law.

3.5 E-TICKETS & TICKET DELIVERY

Once your purchase is finalised, you will receive email confirmation which contains your E-Ticket QR code. The QR code or other entry credential displayed on your E-Ticket may be scanned at entry.

You are responsible for providing accurate contact details and ensuring you can access your Ticket when attending.

If you do not receive your Ticket or confirmation within a reasonable period, check your email spam/junk folders and contact hello@rooftopmovies.com.au.

Where available, you may also add your e-ticket to a digital wallet and present it at entry.

4 REFUNDS, EXCHANGES, EVENT CHANGES & CANCELLATIONS

4.1 GENERAL REFUND & EXCHANGE POLICY

Unless otherwise stated, Tickets are generally non-refundable and non-exchangeable at the customer's request.

Refunds and exchanges will be available where provided for under these Terms & Conditions, the applicable Event-specific conditions, or applicable law.

Unless otherwise required by law, refunds or exchanges will not generally be provided for:

- change of mind or dislike of an Event, performance or Venue;
- mistaken purchase;
- personal circumstances, including illness, travel difficulties or late arrival;
- refusal of entry or removal from a Venue due to failure to comply with these Terms & Conditions or applicable Venue Conditions of Entry; or
- lost, stolen, misused or invalid Tickets.

4.2 EVENT CANCELLATION

ARTRAGE may cancel an Event where necessary, including where circumstances prevent the Event from proceeding as planned.

Where an Event is cancelled, ARTRAGE will notify affected Ticket Holders as soon as reasonably practicable using the contact details provided at the time of purchase.

You are responsible for ensuring that your contact details are accurate and up to date.

Where a refund is available, it will be processed in accordance with clause 4.7.

Unless otherwise required by law, ARTRAGE is not responsible for costs you incur in connection with an Event cancellation, including travel, parking, accommodation or other related expenses.

ARTRAGE is not required to arrange a substitute or replacement Event.

4.3 CANCELLATION BEFORE EVENT

If an Event is cancelled before its scheduled start time, Ticket Holders will generally be entitled to a refund of the Ticket purchase value. ARTRAGE will provide a refund of the ticket purchase value, it will be processed in accordance with clause 4.7.

4.4 RESCHEDULED OR RELOCATED EVENTS

If an Event is rescheduled or relocated, ARTRAGE will notify affected Ticket Holders and provide information about the new date, time or Venue and any available options.

For ROOFTOP MOVIES the options available for the affected Event may include:

- **Retain your Ticket:** If you are happy with the changes, you can retain your existing Ticket and attend the Event at the new date, time or Venue.
- **Exchange:** Transfer your Ticket to another eligible session or Event, subject to availability and any applicable value or Ticket-type restrictions.
- **Refund:** Receive a refund of the Ticket purchase value.

Any refund or exchange will be subject to these Terms & Conditions and applicable law.

4.5 SIGNIFICANT CHANGES TO AN EVENT

If there is a significant change to an Event after you have purchased your Ticket, ARTRAGE will notify affected Ticket Holders and provide information about any available options.

Any remedy will be provided in accordance with these Terms & Conditions and applicable law.

4.6 INTERVENING CIRCUMSTANCES

For the purposes of these Terms & Conditions, Intervening Circumstances means circumstances arising after a Ticket is purchased that are beyond ARTRAGE's reasonable control and materially affect the planned presentation of an Event.

This may include circumstances such as severe weather, government direction, Venue closure, significant infrastructure failure, safety or security incidents, or other unforeseen circumstances.

Where Intervening Circumstances affect an Event, ARTRAGE will notify affected Ticket Holders and provide information about the available options.

4.6.1 WEATHER:

ROOFTOP MOVIES is an outdoor Venue and is subject to variable weather conditions. Events will go ahead in most weather conditions. A cancellation will only be considered if conditions present a danger to patrons or staff.

4.7 REFUND PROCESSING

Where a refund is available, it will generally be processed to the original payment method.

Where the original payment method cannot be used, ARTRAGE may contact you to arrange an alternative refund method.

- **Card Payments:** Refunds will be automatically processed to the original card within 5 business days.
- **Gift Vouchers:** Ticket value will be issued as a credit note and sent to you.
- **Other Payment Methods:** Please contact us at hello@rooftopmovies.com.au for assistance. We will advise the available refund options.

5 GIFT VOUCHERS

Gift Vouchers are available for purchase through ROOFTOP MOVIES Authorised Ticketing Channels.

Gift Vouchers are issued digitally and may only be redeemed in accordance with these Terms & Conditions.

5.1 VALIDITY & EXPIRY

ROOFTOP MOVIES Gift Vouchers are valid only for the ROOFTOP MOVIES programmed season in which they are purchased and expire at the end of that season.

The expiry date will be clearly displayed on the Gift Voucher and at the time of purchase. The applicable validity period and expiry date will be clearly displayed on the Gift Voucher purchase page.

Gift Vouchers must be used before their expiry date. Any unused balance will expire at the end of the validity period and cannot be carried forward, reissued or refunded.

The validity period of a Gift Voucher cannot be extended.

5.2 REDEMPTION

Gift Vouchers may only be redeemed for eligible Ticket purchases through the Authorised Ticketing Channels and during the applicable validity period.

Gift Vouchers:

- may only be used to purchase eligible Tickets;
- cannot be redeemed for food, beverages or merchandise;
- cannot be redeemed for cash;

- cannot be reloaded; and
- cannot be used after the expiry date.

5.3 BALANCES

Where the value of a Gift Voucher exceeds the value of a Ticket purchase, the remaining balance may be used toward subsequent eligible Ticket purchases during the applicable validity period.

Any remaining balance after the expiry date will expire and cannot be carried forward, reissued or refunded, subject to applicable law.

5.4 RESPONSIBILITY & REISSUE

The purchaser is responsible for ensuring that the recipient is aware of the Gift Voucher terms, including its expiry date and applicable restrictions.

You are responsible for keeping your Gift Voucher details secure.

ARTRAGE is not responsible for Gift Vouchers that are lost, stolen or used without the purchaser's or recipient's authorisation.

Gift Vouchers that are lost or inaccessible may be reissued at ARTRAGE's discretion where the purchaser's and/or recipient's authorisation has been received.

6 PAYMENT TERMS

6.1 PAYMENT METHODS

ARTRAGE accepts the payment methods displayed during the Ticket purchase process.

Payment methods may vary between online, phone and Box Office transactions.

6.2 PAYMENT PROCESSING

Unless otherwise stated all payments are processed in Australian Dollars (AUD).

Your bank statement will show "Artrage" for any purchases.

Payments may be processed by third-party payment providers.

Your payment information may be handled in accordance with the relevant payment provider's terms and privacy practices.

6.3 FEES & SURCHARGES

Any applicable booking fees, transaction fees, delivery fees or payment surcharges will be disclosed during the purchase process. ARTRAGE will apply payment fees in accordance with applicable laws.

7 LIMITATIONS OF LIABILITY

ARTRAGE as ROOFTOP MOVIES takes reasonable steps to provide a safe and enjoyable experience for customers. However, Events may involve risks and circumstances outside ARTRAGE's reasonable control.

Nothing in these Terms & Conditions excludes, restricts or modifies any consumer guarantee, right, remedy or liability that cannot lawfully be excluded, restricted or modified under applicable law.

7.1 INJURY OR ILLNESS

You are responsible for taking reasonable care of your own health and safety while attending an Event and following reasonable directions from ARTRAGE / ROOFTOP MOVIES, Venue staff, security personnel and emergency services.

To the extent permitted by law, ARTRAGE / ROOFTOP MOVIES is not responsible for injury, illness or related expenses arising from circumstances for which ARTRAGE is not legally responsible.

7.2 TRAVEL, ACCOMMODATION & RELATED EXPENSES

You are responsible for making your own travel, parking, accommodation, and other personal arrangements.

Parking near a Venue may be limited and is not guaranteed. You should allow sufficient time to arrive before the advertised Event start time. Late arrival may result in you missing some or all of an Event and does not generally entitle you to a refund or exchange.

To the extent permitted by law, ARTRAGE is not responsible for travel, parking, accommodation, childcare or other expenses you incur in connection with an Event, including where an Event is cancelled, rescheduled or relocated.

7.3 LOSS OF ENJOYMENT

To the extent permitted by law, ARTRAGE is not responsible for disappointment, loss of enjoyment or other loss arising from circumstances beyond ARTRAGE's reasonable control.

7.4 PERSONAL PROPERTY

You are responsible for securing your personal belongings while attending an Event.

To the extent permitted by law, ARTRAGE is not responsible for lost, stolen or damaged personal property unless the loss or damage results from ARTRAGE's negligence or another circumstance for which ARTRAGE is legally responsible.

8 PRIVACY & PERSONAL INFORMATION

ARTRAGE collects and handles personal information in accordance with its [Privacy Policy](#).

Information collected through customer/user accounts, Ticket purchases, Events, forms, memberships or other customer interactions may be handled as described in the applicable [Collection Statement](#).

Payment card holder information is handled in accordance with the Payment Card Industry Data Security Standards (PCI DSS).

Where you have provided consent to receive marketing communications, you can unsubscribe using the method provided in the relevant communication.

9 SUPPORT, ENQUIRIES & COMPLAINTS

For questions about these Terms & Conditions, Ticketing, Events, or general enquiries, contact:

- rooftopmovies.com.au/contact-us
- hello@rooftopmovies.com.au; or
- (08) 9227 6288.

ARTRAGE's [Community Complaints Policy](#) explains how customers can raise and resolve complaints.

We encourage customers to contact us as soon as possible so that we can investigate and respond appropriately.

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