

DRW Entertainment

VIP PACKAGES & INCLUSIONS T&C'S

VIP/ M&G TERMS AND CONDITIONS

- Times listed on ticketing pages and confirmation emails reflect **general Door or Show Times**, not VIP or Meet & Greet (M&G) session times.
- VIP purchasers may be required to **arrive 1–3 hours before general doors open** to ensure all package benefits are received.
- **Priority access** refers to early entry to the venue and **dedicated VIP check-in** prior to doors opening to the general public.
- Ensure that your **contact information (email, phone, mailing address)** submitted at checkout is accurate and legible, as it will be used for all VIP-related communication.
- **VIP & M&G session information** will be sent to the **email address or mobile number provided at the time of purchase**, during the week prior to the show. If you do **not receive your VIP session details** by the week of the show, it is your responsibility to contact **DRW Entertainment** at info@drwe.com.au to follow up.
- The **artist, tour promoter, venue, ticketing company, or any affiliated parties** are not responsible for incorrect or outdated contact information provided by the purchaser.
- **Photo ID of the original purchaser** may be required to access the VIP or M&G session.
- **VIP inclusions are only available during the VIP session** at the venue. VIP item inclusions or items will **not be mailed or available after the event**. If any elements of the VIP package need to change, we will provide **alternative items of equal value** wherever possible.
- **All VIP packages are NON-REFUNDABLE and NON-TRANSFERABLE**. Refunds or exchanges will only be issued in line with official ticketing terms and conditions. **Change of mind or no-shows do not qualify** for a refund under any circumstances.