



# Ticket Booking Policy

This booking policy provides information on how State Library manages:

- ❖ Tickets for workshops at The Edge: free and paid workshops, events and inductions

## State Library is committed to the health and safety of its communities

- Individuals are prohibited to attend workshops or inductions while under the influence of alcohol or any other substance
- Flat and enclosed footwear must be always worn in the Fabrication Lab
- Hearing and eye protection may be required in the Fab Lab.

## Age requirements for ticketed events

- 18+ years: may attend a workshop and induction
- 16-17 years: may attend a workshop/induction only with parent/guardian permission
- 13 -15: may attend a workshop with parent/guardian but may not complete induction or use equipment
- 12 years and under: cannot attend workshops or inductions

## Tickets for workshops: free and paid workshops, events and inductions

### • Payments

Card payments are managed through Eventbrite, which accepts all major credit cards. Unfortunately, we cannot accept cash payments. If you need to discuss payment, please call (07) 3840 7666 or email [AppliedCreativity@slq.qld.gov.au](mailto:AppliedCreativity@slq.qld.gov.au)

### • Tax Receipts

Our Eventbrite account automatically issues tax receipts. For further information, please contact [AppliedCreativity@slq.qld.gov.au](mailto:AppliedCreativity@slq.qld.gov.au) or phone (07) 3840 7666.

### • Refunds

Refunds for paid workshops require a minimum of seven days' notice. To request a refund please email [AppliedCreativity@slq.qld.gov.au](mailto:AppliedCreativity@slq.qld.gov.au) or phone (07) 3840 7666.

Refunds for payments are processed by Eventbrite. Please note that as of June 2019 Eventbrite does not refund the booking fee for cancelled tickets.

In extenuating circumstances you can request a refund within the seven-day period. Please email [AppliedCreativity@slq.qld.gov.au](mailto:AppliedCreativity@slq.qld.gov.au) who will review and respond within two business days.

All refund requests more than 5 days **after a workshop** are issued via direct transfer only (no cash refunds). You will be asked to supply your account details for the transfer to take place.

- **Exchanges**

For a one-off workshop, an exchange is only possible if you cancel the original booking (with at least 7 days' notice) and rebook the next available session. We are unable to make exchanges on behalf of ticketholders.

- **Credits**

Unfortunately we are unable to offer credits for unattended workshops, or in place of a refund.

- **Waitlists**

We do not offer waitlists for our inductions and workshops. However cancelled tickets are made available once the cancellation process is complete.

- **Cancellations (Free events and workshops)**

If you have booked a ticket for a free workshop or event but cannot attend, please let us know. You can email [AppliedCreativity@slq.qld.gov.au](mailto:AppliedCreativity@slq.qld.gov.au) or phone (07) 3840 7666 anytime up until the event starts.

- **Late Arrivals**

- Please be aware for our inductions, for safety reasons, we do not allow participation if you are more than 15 minutes late.
- For free workshops and events, we will hold booked spaces until the start of the event. If we have not heard from you, we may give your place to another person who is already onsite. If you are running late, please let us know by phoning The Edge 07 3842 9449.

- **Specific Needs**

If you have any specific needs in order to participate in this workshop please contact us at [AppliedCreativity@slq.qld.gov.au](mailto:AppliedCreativity@slq.qld.gov.au), and we will contact you to discuss your requirements further.

- **Got a question about attending The Fabrication Lab?**

These FAQs may help you prepare for your visit [About the Fab Lab](#)

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