

1. Albury Entertainment Centre understands that the Companion Card will only be used when the cardholder requires the assistance of a companion to participate at a particular venue/activity.
2. The minimum expectation of Albury Entertainment Centre is that we will issue Companion Card Cardholders from any Australian State or Territory with one Companion Ticket, or admission, at no charge with the purchase of a ticket for the cardholder. This ticket will be exempt from all booking fees.
3. Where a cardholder needs more than one companion to provide attendant care support, the cardholder will negotiate this with the venue/activity operator at the time of booking.
4. The Companion Card can be used to obtain a Companion Ticket for any programs, services and sessions run by Albury Entertainment Centre. This will be subject to the usual admission availability and terms & conditions of sale.
5. Booking and ticket distribution practices for Companion Tickets are similar to and not more difficult than the standard ticketing practices of the Albury Entertainment Centre.
6. The Companion Card can be used in conjunction with any recognised concession cards.
7. Albury Entertainment Centre will ensure cardholders are able to be seated or located physically close to their companions. Companions will remain close to cardholders to assist them as required. Cardholders with specific seating requirements will inform the venue at the time of booking.
8. Only the person whose photograph and details appear on the Companion Card can use the card.
9. Companion Tickets cannot be used without the Companion Card cardholder being present.
10. Companion Card cardholders must inform the venue of their requirement for a Companion Ticket at the time they book or purchase their own ticket.
11. Acceptance of the Companion Card does not indicate that the venue is accessible. Cardholders will be advised about accessibility before booking tickets.
12. Cardholders must provide their Companion Card details when making telephone bookings, and must present their valid card during ticket collection and at any time when asked during the activity. If cardholders cannot present their card, they may be charged for the Companion Ticket.
13. If Albury Entertainment Centre suspects a Companion Card is being misused, we will report this to the Companion Card program, which will investigate the report. Proven misuse of the Companion Card may result in card cancellation, and the cardholder being ineligible to reapply.
14. Companion card tickets are valid for entry to the event only. Any ancillary inclusions (e.g. meal with ticket, merchandise) may be subject to additional fees.
15. Albury Entertainment Centre agrees to and accepts the Companion Card Affiliate Terms and Conditions.

Status	Committee	N/A
	Manex	N/A
	Council	N/A
Owner	Economic Development & Tourism.	
Compliance	NA	
History	<p>Original policy adopted in October 2002. Policy was also listed in 2002 Fees and Charges.</p> <p>Document updated March 2011 – change of name from ACPAC to Albury Entertainment Centre.</p> <p>Document updated June 2017 – align with new Companion Card Affiliate Guidelines.</p>	
Other	<p>Application for Subsidised use of Albury Entertainment Centre Form.</p> <p>Included in the AlburyCity Public Policy and Procedure Register.</p>	
Last issued: October 2002		Review: August 2011, June 2017
TRIM REFERENCE: DOC11/38082		