



BANDAR UTAMA CITY CENTRE SDN. BHD.

Company No. 199401036700 (322382-T)

S611, 2nd Floor, 1 Utama E, 1 Utama Shopping Centre,
1 Lebuhr Bandar Utama, 47800 Petaling Jaya,
Selangor Darul Ehsan, Malaysia.

+60 3 7732 4788

info@pjpac.com.my

www.pjpac.com.my

Terms and Conditions of PJPAC Entry

DEFINITIONS

'Event' means an event conducted at the Venue; whether it be a meeting, exhibition, live entertainment event or function;

'Hirer' means an entity licensed to use the Venue to present the Event;

'Patron' means any person who enters the Venue at any time whatsoever, whether as the holder of a ticket or otherwise;

'PJPAC' defined as the Petaling Jaya Performing Arts Centre, a 684-seater, fully equipped proscenium theatre known as "Stage 1 Theatre", a black box theatre known as "Nero Event Space" as well as a talent and creative incubator space known as "the Incubator";

'Venue' defined as the premises of Petaling Jaya Performing Arts Centre either the Stage 1 Theatre, Nero Event Space or the Incubator or a combination of any or all of them together

Terms of Use

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1 UTAMA CITY GROUP

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From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). The Company has no responsibility for the content of the linked website(s).

The Company reserves the right, at any time without prior notice to you, to change the format and content of the website at any time. By using this website, you agree in advance to accept any such changes. The Company may terminate, change, suspend or discontinue any aspect of the website, including the availability of any features of the site at any time. The Company may also impose limits on certain features and services or restrict your access to parts or all of the website without notice or liability. The Company may suspend the operation of this website for support or maintenance work, in order to update the content or for any other reason.

GENERAL CONDITIONS OF ENTRY

Petaling Jaya Performing Arts Centre ('Venue') and PJPAC venue management ('PJPAC') are dedicated to providing a safe, comfortable and enjoyable environment for its patrons. In support of this, the following conditions of entry ('Conditions of Entry') shall apply to all persons at the Venue, including but not limited to ticket holders to events, show and/or performances ('Events') to be held at the premises which patrons are entering ('Venue') and are subject to change without notice, based on specific event requirements in the sole discretion of Petaling Jaya Performing Arts Centre.

1. Event program, alteration and seating

- 1.1. Any complaint regarding the Event, its production or quality shall be directed solely to and dealt with by the Hirer. PJPAC has no liability in respect of any such claims, save when PJPAC is Hirer of the Event.
- 1.2. The Hirer may add, withdraw, reschedule or substitute artists or players (where applicable) or vary advertised programmes, prices, Event times, venues, seating arrangement or audience capacity without refund or any compensation to the Patron.
- 1.3. PJPAC shall be entitled in its sole and absolute discretion to postpone, cancel, interrupt or stop the event, performance and/or show, and/or deny access to the Venue, due to adverse weather, dangerous situations, or any other cause beyond its reasonable control without refund any compensation to the Patron.

2. Safety and Behaviour

- 2.1. For the comfort, safety and enjoyment of all patrons, staff and event participants, patrons must at entry and also whilst inside the Venue:
 - 2.1.1. comply with the directions or announcements from PJPAC's staff and any other requirements relating to access and safety given by PJPAC or authorities;
 - 2.1.2. maintain safe, prudent and respectful behaviour at all times;
 - 2.1.3. be responsible for their own personal possessions and must not leave bags or possessions unattended at any time. Neither the Hirer nor PJPAC will be responsible for any damage to, loss or theft of a Patron's personal property.
 - 2.1.4. keep escape routes and corridors, landings and stairwells clear of obstruction caused by a Patron's personal property or any equipment brought to the Venue



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2.2. Patrons acknowledge that some Events and associated activities can be dangerous.

2.3. Patrons attending the Event do so at their own risk, and voluntarily assume all risks and danger incidental to the Event. Neither PJPAC nor the Hirer is responsible, or accepts any liability for any direct or indirect loss, accident, damage, personal injury, death or health problem (whether arising directly or indirectly from any existing medical condition or otherwise), including that of any children under their care, associated with attending the Event.

3. Entry and Exclusion

3.1. For all ticketed events, each Patron must have a valid Ticket to gain admission. Tickets are non-transferable.

3.2. Venue re-entry will not be permitted, unless otherwise stated.

3.3. Late arrivals may result in non-admittance until a suitable break is available for the Event, as determined by PJPAC or Hirer, and no refund or other compensation will be made.

3.4. To prevent fraud, PJPAC may carry out checks and/or you may be asked to provide adequate verification (to PJPAC's satisfaction) to verify the purchase. Valid documentation (including but not limited to student passes and senior citizens' identity cards) relied on to obtain discounts and/or concessions on the ticket(s) must be promptly shown when requested for by PJPAC.

3.5. All patrons shall submit to body and bag search and examination for prohibited items (refers to 4.1) by authorized representatives of PJPAC upon entry to and exit from the Venue. PJPAC also reserves the absolute right to conduct random security checks on all persons within the Venue at any time.

3.6. PJPAC reserves the right, at all times and at its sole discretion, to refuse entry or remove any person from the Venue. This includes, but is not limited to the following circumstances:

3.6.1. Ticket is damaged, stolen, counterfeit, copied, unreadable, associated with any unauthorised use or not purchased from an Authorised Ticket Outlet;

3.6.2. the presence of the person would be detrimental to or compromises safety at the Event;

3.6.3. person is deemed to be disorderly, intoxicated and/or under the influence of drugs;

3.6.4. persons wearing or displaying commercial, political or offensive signage or logos, except for official merchandise or other Event related clothing worn in good faith;

3.6.5. entry to the Venue, or an area prohibited to the general public within the Venue, was unauthorised or obtained illegally;

3.6.6. person refuses to be inspected or submit its belongings for inspection for prohibited items;

3.6.7. person who throws any projectile/item prohibited under clause 4.1.15 within the Venue;

3.6.8. adverse weather, dangerous situations or any other causes that will affect the safety of patrons.

3.7. No refund or compensation will be made under any of these circumstances.

3.8. PJPAC reserves the right to issue a banning notice which prohibits entry to the Venue for a specified period of time. PJPAC will refuse entry or remove from the Venue any person who has been issued with a banning notice



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4. Restricted / Prohibited Items and Activities

4.1. The following restricted/prohibited items are not permitted into the Venue:

- 4.1.1. Weapons, or resemblance of weapons, including but not limited to knives, firearms, blunt offensive objects/batons and those with sharp ends;
- 4.1.2. Fireworks/flares;
- 4.1.3. Laser pointers;
- 4.1.4. Illegal substances including controlled, dangerous or illicit drugs;
- 4.1.5. Glassware or glass bottles;
- 4.1.6. Cans or spray cans;
- 4.1.7. Outside food and beverage including alcohol and bottled water at Stage 1 Theatre and Nero;
- 4.1.8. Bags or luggage of dimensions larger than 35cm x 20cm x 30cm (ie. Too large to be stored under a seat);
- 4.1.9. Items too large to be electronically screened;
- 4.1.10. Bicycles, skateboards, skates and scooters;
- 4.1.11. Helmets/masks of any types;
- 4.1.12. Chairs/stools;
- 4.1.13. Animals (other than trained assistance dogs);
- 4.1.14. Musical instruments and noise makers including but not limited to drums, whistles, vuvuzelas, air horns and loud hailers without the prior consent of PJPAC;
- 4.1.15. Projectile items which are reasonably considered by PJPAC as being able to cause injury, nuisance or offence to another person including balls, frisbees, rackets or similar objects;
- 4.1.16. Banners or flags larger than 1m x 2m;
- 4.1.17. Led and fan boards larger than 42cm x 29.7cm (ie. A3 sized);
- 4.1.18. Flag poles;
- 4.1.19. Helium balloons or other inflatables;
- 4.1.20. Glow/light sticks longer than 40cm;
- 4.1.21. Tripods, monopods and selfie sticks;
- 4.1.22. Remote control cars, drones or unmanned aerial vehicles; and
- 4.1.23. Other items as determined by PJPAC that may cause injury or public nuisance.

5. Photographs, Images and Recording

- 5.1. Flash photography is restricted.
- 5.2. Non-commercial photography is permitted at the Venue provided that the photographs are for personal use
- 5.3. Video and audio recording devices including but not limited to camcorders and action cameras are prohibited. Tapes, films or other recordings may be destroyed.
- 5.4. Some Events, at Hirer's request, may prohibit the use of any cameras. Please visit the relevant Event page at www.pjpac.com.my for specific information of the Event.
- 5.5. The use of any recording, data or image taken within the Venue for commercial gain, public advertisement, display or any other purpose, except for private non-commercial purpose, is prohibited.



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5.6. Any person who makes, reproduces or uses any recording, data or image for use prohibited under clause 5.5 shall assign in writing all copyright and intellectual property rights to PJPAC or its assignees

5.7. Equipment including but not limited to CCTV, film cameras and sound recording are present at PJPAC. By entering the Venue and/or attending the Event, Patrons consent to being filmed and recorded and for PJPAC and any assignees to use the Patrons' image, likeness and any sound recording for any media or other purposes including public transmission, advertising or promotional purposes, without payment or claim to copyright or intellectual property rights. Patrons consent to footage being shared with authorities where necessary.

6. General Conditions

6.1. The Venue is non-smoking unless an area has been designated.

6.2. Mobile phones and other electronic devices must be switched off before entering the Venue unless informed otherwise. Watches and any other portable electrical devices must be silenced (including vibration functions) before entering the performance space.

6.3. Umbrellas are permitted into the Venue but should not be raised up for the comfort of others and must be kept in designated areas provided by PJPAC.

6.4. Strollers, due to safety reasons, are not permitted into the Venue seating areas. Strollers will need to be parked, at owner's own risk, in designated areas provided by PJPAC and must not block aisle ways or exits.

6.5. No admission for infants and children at the age of 2 or below.

6.6. Children under 12 years old must always be accompanied by a responsible person aged 18 years old or older.

6.7. Persons under 18 years of age should seek parental consent before purchasing Tickets from the Authorised Ticket Outlets ("Transaction"). Each Ticket Purchaser making a Transaction certifies that they are at least 18 years of age and that they have read and understood these T&Cs.

7. Miscellaneous

7.1. PJPAC may hold liable for prosecution any person who breaches any of the above T&Cs.

7.2. Please note that PJPAC reserves the right to update, modify or change these T&Cs without notices. The above T&Cs may vary between Events and will be reflected on the specific Event page at www.pjpac.com.my or www.onetix.com.my.

8. PJPAC Disclaimer and Limitation of Liability

8.1. All Tickets, event information, performance and dates at PJPAC are provided by the event organisers, Hirers, suppliers or agents.



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- 8.2. Any cancellation, postponement or alteration of any kind to an event is the responsibility of the event organisers, Hirers, suppliers and/or agents and PJPAC disclaims any and all liability for any loss or damage suffered as a result of such cancellation, postponement or alteration.
- 8.3. PJPAC shall not be liable, apart from non-excludable liability, for any injury, death, damage, loss, accident, delays, generally or irregularity which may be occasioned either by reason of any defect in any venue, or vehicle or through the acts or omissions, defaults whether negligent or otherwise, of companies or persons engaged in connection with your Ticket purchase over whom we have no direct and exclusive control over.
- 8.4. PJPAC shall not be liable whether in contract or in tort for any injury, damage, loss, delay, additional expenses or inconvenience caused directly or indirectly by force majeure or other events which are beyond our control or which are not preventable by reasonable diligence on our part including but not limited to war, civil disturbance, fire, floods, unusually severe weather, acts of God, acts of Government or of any other authorities, accidents to or failure of machinery or equipment or industrial action.
- 8.5. PJPAC shall bear no liability whatsoever arising out of or in relation to any Ticketing issues.