



PATRON CODE OF CONDUCT

1. COMING TO SEE A SHOW?

Brown's Mart Theatre produces a number of Productions throughout the year, as well as providing the venue for hire to other Arts Organisations and Corporate Clients for their shows and events. Tickets for Brown's Mart Shows can be purchased through our website. Tickets cannot be refunded or exchanged after purchase except as outlined in the Live Performance Australia Ticketing Code of Practice.

When attending a Brown's Mart show, we expect that people will arrive within a reasonable time of the commencement of the show. Some Brown's Mart Shows have a 'lock out' period. Latecomers may not be admitted into the performance should there be a 'lock out'. Entry may be permitted at a suitable break in the performance but only as dictated by the production company and/or Theatre staff.

Brown's Mart expect that their staff will be treated with politeness and respect when executing lock out periods that are imposed as a directive from the production company. These directives are out of the staff's hands, and they are doing what is required for the best outcome of the show.

Some productions at Brown's Mart may contain strong language, smoking, nudity, violence, strobe lighting, haze or other things you may find confronting or uncomfortable. If you are concerned about any of these please call the Browns Mart office during normal office hours.

Brown's Mart has the right to refuse entry or evict a person from a ticketed event in line with the Live Performance Australia Ticketing Code of Practice.

- Where you cannot produce a ticket for the Event;
- Where you produce a ticket that has been handled or dealt with in a way that is contrary to the applicable terms and conditions;
- Where you cannot produce proof of your concession entitlement where a concession Ticket has been purchased;
- Where you produce a Ticket that is identified by the Presenter or Venue Manager as having been sold by an unauthorised seller;
- Where you have in your possession and/or refuse to surrender to the Venue Manager's staff a prohibited object or article including but not limited to dangerous items, photographic or recording equipment or food and alcohol that is not permitted into or used in that Venue;
- Where you behave in a manner which causes or may cause property damage or that threatens, or many threaten the safety of performers, other consumers or any other persons including as a result of intoxication;
- Where you behave in a manner that unreasonably interferes with other Consumers enjoyment of the Event, including through the use of cameras, mobile phones, personal computers, paging devices or other electronic devices;
- Where you otherwise breach the Terms and Conditions or fail to follow the reasonable directions of the Venue Manager's Staff; or
- Where you refuse to remain in the area or seat designated on your ticket.

2. INTOXICATION AND OTHER UNACCEPTABLE BEHAVIOUR

In accord with our liquor licence obligations under Northern Territory Liquor Act, 2019, you can be refused service if you are intoxicated. Section 5 of this Act states that “A person is taken to be intoxicated if the person’s speech, balance, coordination or behaviour appears to be noticeably impaired; and it is reasonable in the circumstances to believe, the impairment results from the person’s consumption of liquor or a drug.” In this instance you will be provided with water and asked to stop consuming alcohol.

SIGNS OF INTOXICATION MAY INCLUDE:

- Dizziness
- Poor Coordination
- Blurred vision
- Slurred Speech
- Delayed Reactions
- Loss of inhibitions
- Unconsciousness/Sleepiness
- Flushed complexion
- Aggressive behaviour

Our security staff and staff will not tolerate any disorderly, disruptive or offensive behaviour on these premises at any time and any patron behaving in an unacceptable manner will be asked to leave the premises immediately in accordance with the Northern Territory Liquor Act, 2019 and/or the Private Security Act NT.

If you have been offended by the behaviour of any of our staff or other patrons, please bring it to the attention of the Duty Manager, Venue Manager or Chief Executive Officer.

All our staff have completed their Responsible Service of Alcohol accreditation. In addition, all staff involved in the service of alcohol have been briefed on liquor licensing legislation, patron care, responsible service of alcohol through in-house training and Responsible Service of Alcohol refresher courses as required.

Our security staff are engaged by a Professional company who specialise in engaging professional and disciplined licensed security personnel.

3. PATRON AND RESIDENT COMPLAINTS

We are available to respond to the concerns or complaints of our patrons and our neighbours. If you have any concerns over the way Browns Mart Arts operates please contact us by:

Email: venue@brownsmart.com.au

or telephone: 08 8981 5522.

Please note our phone lines are only monitored between 9am – 4:30pm Monday to Friday.

4. PATRON CARE – DRINK DRIVING

Please do not drink and drive. If you are planning on driving home or are the “designated driver”, we provide a range of non-alcoholic soft drinks. Further, there is public transport and taxi services available just outside our doorstep.

5. RESPECTING OUR STAFF

Our staff members work very hard at being the best. They are a professional and energetic group of individuals who strive to ensure our patrons receive the best possible service and leave Brown's Mart having had a wonderful experience.

We will not tolerate any patron acting in a disrespectful manner to any of our staff either by the use of abusive and inappropriate language or inappropriate physical contact. Any patron showing disrespectful behaviour to any of our staff will be asked to leave the premises immediately. At all times, patrons are required to behave in a manner:

- which is not offensive, humiliating, intimidating or threatening to other patrons, Brown's Mart staff and volunteers, or any other persons;
- that does not threaten the safety of other patrons, Brown's Mart staff and volunteers, or any other persons;
- that does not cause any damage to Brown's Mart property or the property of other patrons;
- that does not interfere with or distract the performers; and
- that does not interfere with other patrons' enjoyment of the performance.

6. ACCEPTABLE FORMS OF IDENTIFICATION

The following forms of identification are accepted at our venue:

- Driver's license
- NT learner's permit
- Proof of age card issued by in the Northern Territory
- Passport

ALL MUST BE VALID. Unfortunately, expired forms of ID are not acceptable.

7. SMOKING

Smoking is only permitted in the designated smoking area. Patrons who fail to obey a direction from staff or an authorised person to cease smoking outside the designated smoking area may be immediately removed from the Premises.

8. CLOSED CIRCUIT TELEVISION CAMERAS

For the safety and security of all visitors to the Brown's Mart precinct, closed circuit television cameras are in use.

9. PROHIBITED ITEMS

Prohibited items include knives; fireworks; explosives; smoke canisters; aerosols; air-horns; noisemakers; flares; weapons; dangerous or hazardous items; controlled, dangerous or illegal substances; laser devices; poles; or any article that may be used as a weapon and/or compromise public safety or which may pose a hazard or nuisance to any other person.

Updated: March 2021