

## **General Guidelines and Conditions**

General guidelines and conditions include but are not limited to the following and may be changed at any time at the discretion of Harbour Town Adelaide Centre Management.

### **Approved Performances**

All performances must be pre booked with Harbour Town Adelaide Centre Management and restricted to the designated location. Permits must be on display at all times. Harbour Town Adelaide's security contractor has the right to request a performer, who has not pre booked, to cease performing.

### **Age restrictions**

Harbour Town Adelaide reserves the right to impose conditions on approvals to busk for persons under the age of 16 years. Performers under the age of 16 must have parental or legal guardian consent at the time of permit application.

It is mandatory that children under this age have parental or legal guardian supervision at all times whilst performing and only permissible outside of school hours and during daylight hours.

### **Animals**

The use of any animals will not be permitted as part of a busking performance at Harbour Town Adelaide.

### **Group Acts**

Group acts are limited to 4 performers, with larger groups assessed on a case by case basis. Each member of the group is required to complete an application, however one application fee is payable and one permit will be issued for the group. Conditions apply to groups as well as individuals.

### **Public Liability**

Buskers are wholly responsible for all claims made against them for personal injury or property damage. If a Busker does not hold their own public liability cover, they are covered under a specific Harbour Town Adelaide Busking public liability insurance policy for \$10m. If the Busker has a claim made against them, an excess fee of approximately \$1,500 will apply.

### **Safety**

Buskers must work to ensure that, neither themselves nor their audience, pedestrians or the general public are put at risk at any time during their performance. Busker must accept responsibility for any impact that their performance may have on other Harbour Town Adelaide services and activities. Harbour Town Centre Management Staff and/or Harbour Town Adelaide's security contractor has the right to request a performer, is not acting in a safe manner, to cease performing and vacate the premises.

### **Pedestrian Access/Audience Management**

Busking must not impede pedestrian access and Buskers are responsible for maintaining pedestrian flow and public amenity at all times. Buskers must at all times ensure free and safe access for pedestrians along undercover walkways and thoroughfares near the performance site, also ensuring they or their audience do not block shop entrances, fire escapes, access to

amenities and centre entrances. Performances must only take place in the location allocated when booking.

### **Permit on Display**

Buskers must display their permit at all times during the performance and whilst setting up and packing up.

### **Cleanliness**

Buskers must keep the site in use clean while they are working, ensure that their use of the site does not pose a threat to public safety and the site is left in the condition it was found. At no time is mall furniture, garden beds and pot plants to be used for any reason.

### **Management of Sound**

Sound from busking has the potential to disrupt business trading, cause disharmony from retailers, cause discomfort to customers and work against creating a pleasant and vibrant ambience.

Amplification is not to be used without prior consent. If complaints are received from any sound generated from a performance and it is deemed to be intrusive, the busker must obey directions from a Centre Management representative, including security, to rectify the complaint, which may include ceasing the performance and permit being cancelled if repeat complaints are made.

### **Location and Times**

Busking may only take place in locations and during times pre booked with Harbour Town Adelaide Centre Management. A clearance of 2 meters from shop entrances must be maintained at all times. Bookings must be made 7 days in advance.

Performance in a designated area must not exceed 30 minutes, with a 30 minute break between each performance.

### **Monetary Appreciation**

Buskers may give audiences the opportunity to provide voluntary donations by placing a container at their performance location. Buskers may not approach customers requesting donations or in any way solicit funds.

### **Selling Goods**

Buskers may only sell recordings of their performance with prior approval from Harbour Town Centre Management and the CD/DVD must only contain original material.

### **Balloons & Flyers**

Given the close proximity of Harbour Town Adelaide to Adelaide Airport, the use of balloon and or distribution of balloons and flyers is not permitted as it may pose a risk to aircraft safety.

### **Expected Behaviour**

Harbour Town Adelaide aims to provide our retailers with an environment conducive to retail spending and providing customers with a pleasant shopping experience. Therefore we require all buskers to contribute to enhancing the environment by:

- Co-operating with retailers, customers and authorized officers of Harbour Town Adelaide.
- Respecting people and property.
- Being responsible for their own performance and surrounding environment.

- Willingness to discuss and comply with requests for complaint resolution.
- Observe WHS standards and requirements, e.g. not creating trip hazards etc.

**Unacceptable Behaviour**

The following behaviour will not be tolerated and will result in the permit being cancelled and no further booking being made: Aggressive, abusive, offensive or hostile behaviour.