



## Ticket Conditions of Sale and Entry Sydney International 2019 Sydney Olympic Park Tennis Centre (SOPTC), 6-12 January 2019

These conditions govern access to the Sydney International (**SI**) and the supply of all tickets (including complimentary tickets) to the SI on behalf of Tennis Australia Ltd (**TA**). These conditions work in conjunction with Sydney Olympic Park Authority's (**SOPA**) Conditions of Entry (if any).

Please note that Ticketek's standard Terms and Conditions, the SI Corporate Hospitality Conditions and/or the SI Accreditation Conditions may also govern your entry to the SI.

1. **Important information.** The SI is a multi-feature ticketed event that runs over a number of sessions and days. Each ticket provides the holder of that ticket (**you**) with a conditional licence for admission to the applicable areas of the SI for the specific sessions designated on the face of that ticket. TA makes no representations or warranties that:
  - a) your ticket will enable you to watch any particular tennis players or matches during a specific session; or
  - b) tennis matches will start at a particular time or continue for any set length of time;
  - c) any particular players, musician, group or other personality will perform during a specific session; or
  - d) you will be able to access any particular facility, attraction, activity or area during a specific session.
2. **Tennis scheduling.** The SI is an elimination style tennis tournament, with each player's progression determined by a number of factors including the tournament draw and the outcome of their previous matches. At times, TA may release daily schedules of matches, order of play lists and other event timetables (**Schedule**). Each Schedule is provisional and subject to change. TA reserves the right to change any Schedule at any time and for any reason. Due to the nature of tennis tournaments like the SI, changes to a Schedule are not material changes to the event and do not entitle you to a refund, credit, exchange or other compensation (some seats also have restricted views due to placement of tennis equipment like the umpire's chair). Access to SOPTC auditoriums for the twilight sessions may also be delayed if the day session play runs late.
3. **Access.** Many tickets will only grant access to the SI (or a limited area of the SI) for a limited period; for example, a twilight session. Please check your ticket for details.
4. **Prohibited use of tickets.** The licence granted to you via the ticket is personal to you and may be terminated by TA if you, or any subsequent bearer of the ticket, do any of the following without the prior written consent of TA:
  - a) resell the ticket at a premium or through a broker or agent;
  - b) advertise or offer the ticket for resale on the internet or in any other medium; or
  - c) package, advertise or use the ticket for advertising, promotion or other commercial purposes (including competitions or trade promotions).



5. **Kids Tickets:** From time to time TA may sell or grant discounted or free entry to the SI to children within a particular age ranges (for example via Family Tickets and Kids Tickets). In such circumstances, the following conditions apply:
- the child must be within the age range specified in relation to the ticket;
  - TA may require evidence of the child's age or make a reasonable assessment of the child's age in which case that assessment will be final and determinative;
  - the child's relevant age shall be as at the date the ticket is presented for entry to the SI (not the date of purchase); and
  - the child must be accompanied by an adult patron (18 years of age or over) at all times during attendance at the SI. Patrons who accompany children at the SI are responsible for the care, conduct and supervision of those children

Children may be excluded from certain areas at the SI for safety or in relation to responsible service of alcohol.

6. **Cancellation and confiscation:** If a ticket is dealt with in breach of these conditions (or where TA has been so directed by a law enforcement agency), TA may terminate the licence to enter the SI and deny the holder of the ticket access to the SI or any area within the SI, cancel or confiscate the ticket, or take other action TA considers appropriate, without refund.
7. **Refunds, credits or replacements.** If the Australian Consumer Law (**ACL**) applies and you have purchased your tickets, you will be entitled to a full refund, credit or replacement ticket where on-court tennis for your specific session of the SI (as designated on your ticket) does not commence at all. However, please note refunds, credits or replacements will **not** be issued:
- to holders of complimentary tickets; or
  - where the failure to commence play was caused by circumstances beyond the reasonable control of TA, such as: injury, illnesses, bereavement, travel delays or other issues which prevent all players from being able to commence play; or other tennis matches continuing for extended periods of time; significant safety issues or concerns; extreme heat, rain, other adverse weather; natural disaster, war, sabotage, riot, act of terrorism, national emergency; fire, explosion, power shortage; strike or other labour difficulty; epidemic, quarantine, government intervention, or plant or equipment breakdown.
8. **No refund.** Without limiting the above, no refunds, credits, replacement tickets or other compensation will be provided where:
- there is a change to a Schedule, but the on-court tennis session commenced with a match or substitute match being played (in whole or part);
  - there is a change to the non-tennis related entertainment at the SI, for example live music performers; or
  - access to any particular general admission facility, attraction, activity or area within the SI cannot be provided because it has reached capacity (e.g outside courts, licensed areas); or



- d) your view of play is restricted by tennis equipment, other patrons or essential event infrastructure.
9. **Tickets.** TA may direct you at any time while at the SI to produce a valid ticket. Keep your ticket in safe and in good condition, as TA is not obliged to replace your ticket under any circumstances, including loss or theft.
10. **Safety, comfort and conduct.** To maintain order and safety, and to encourage all patrons' enjoyment of the SI, TA advise of the following:
- a) TA and/or SOPA may inspect clothing, containers, packages and bags inside the SI or intended to be brought into the SI, including via electronic screening equipment.
  - b) Any item or bag that is too large to fit under a seat must not be brought into the SI and a limit of one bag per person applies. You must not leave bags or packages unattended at any time. For safety reasons, any unattended bags or packages may be removed and/or destroyed.
  - c) Some areas of the SI are exposed to direct sunlight, heat and other elements. Seating may be in the sun for part or all of the day. Remember to stay hydrated and use sun protection.
  - d) You are required to observe a standard of dress suitable to the area of the SI that you are in or seeking to enter and acceptable to TA and/or SOPA.
  - e) The SI is a family friendly event. You are required to act in a safe, responsible and courteous manner at all times. All persons 14 years old and younger must be accompanied and supervised by a parent or guardian at all times during the SI.
  - f) Standing or other activity that may distract the players is not permitted in seating areas until end of games or between matches. Standing in the aisles or sitting on the stairs is not permitted at any time. Prams and strollers are not permitted in seating areas.
  - g) You must follow all directions given by representatives of TA, SOPA, police or event security.
  - h) Access to areas licensed for the sale of alcohol within the SI will be managed in accordance with NSW liquor control legislation. Some areas of the SI may only be accessible to patrons over 18 years of age, with proof of age that is valid in NSW.
11. **TA control.** TA and/or SOPA reserve the right to refuse you entry to, or remove you from, the SI (and cancel or confiscate your ticket) or take other action TA and/or SOPA considers appropriate, for the safety and comfort of other patrons, staff and participants. For example, if:
- a) you are in breach of these conditions;
  - b) you are considered to be intoxicated;
  - c) you have been previously refused entry to or removed from the SI;
  - d) TA receives a direction to do so from a law enforcement agency; or



- e) TA reasonably believe it is in the best interests of the safety, security or integrity of the SI to do so.
12. **Your property, your responsibility.** Whilst at the SI, you must take care to protect your own property from loss and damage and take steps to prevent your property causing safety issues or damage to other people or property. TA and SOPA will not be liable for any loss or damage (including any direct, indirect or consequential loss or damage) to any property brought into the SI, unless the ACL applies and it was due to TA's or SOPA's breach of a non-excludable guarantee under the ACL (such as failure to provide services with due care or skill).
13. **Your safety, your responsibility.** Whilst at the SI, you must take care to protect your safety and the safety of others. TA and SOPA will not be liable for any loss or damage (including any direct, indirect or consequential loss or damage) for any death or personal injury, unless the ACL applies and it was due to either TA's and/or SOPA's breach of a non-excludable guarantee under the ACL (such as failure to provide services with due care or skill).
14. **Liability.** To the extent permitted by law:
- a) TA and SOPA's maximum liability to you for any loss or damage that is suffered by you as a result of any breach of these conditions by TA and/or SOPA is limited at TA's sole discretion to:
- i) the replacement of tickets;
  - ii) permitted entry to a rescheduled SI session or other SI event; or
  - iii) a refund where required under the ACL;
- b) all other representations, conditions, warranties and terms (including claims in relation to any particular players or matches or a Schedule) that would otherwise be expressed or implied in these conditions by general law, statute or custom are expressly excluded.
15. **Privacy.** By purchasing a ticket to the SI, **you consent to the collection and use of your personal information** by TA and its ticketing agent Ticketek and the disclosure of information between Ticketek and TA **for the purposes of ticketing, event management, event safety, surveys and marketing**, including the promotion of the SI and related events, offers from TA and other Australian Tennis Organisations regarding other events, products and services, and **offers from third parties who have a relationship with TA or other Australian Tennis Organisations about their events, products and services.** You also agree that TA may also use your personal information in accordance with its privacy policy (located at [www.tennis.com.au/privacy](http://www.tennis.com.au/privacy)). The privacy policy contains a list of Australian Tennis Organisations and information about how you may access and seek correction of your personal information or complain about a breach of your privacy by TA, and how TA will deal with that complaint. TA may from time to time disclose your personal information to third party service providers, for example IT service providers, in order to provide services to you; such third parties may be located overseas.
16. **Medical assistance and information.** You authorise TA, its medical contractors and any other third party medical service providers at the SI to administer any medical assistance, treatment or transport you seek, or as is reasonably necessary in the circumstances (the costs of which you



may be responsible for). In connection with such any assistance, you consent to the disclosure of your personal information and relevant medical details to TA, TA's insurers and any other relevant third parties. Personal information collected in these circumstances will not be used by TA for marketing purposes.

17. **Prohibited items.** For the comfort and safety of patrons and players, the following items are NOT permitted in the SI without the express authorisation of TA:
- a) alcohol;
  - b) tennis racquets, beach balls or other inflatable devices, frisbees, helium balloons;
  - c) camera tripods, monopods, telephoto camera lenses with a focal length capacity greater than 200mm; video cameras, Go-Pros or handy-cams; audio recorders; any other devices used for recording or transmitting scoring data or other statistical information for commercial purposes (including sports betting);
  - d) eskies, hampers, chairs and stools, large containers in excess of 1.5 litres, glass (including bottles), drink and food cans;
  - e) flags, banners, signs larger than 1m by 1m in size or with handles longer than 50cm;
  - f) animals other than assistance animals;
  - g) musical instruments, whistles, loud hailers, amplification equipment;
  - h) drones, flares, fireworks, laser pointers,
  - i) bicycles, scooters, skateboards, rollerblades, rollerskates;
  - j) unauthorised promotional, commercial, political, religious or offensive items of whatever nature including clothing, banners, signs, symbols, leaflets or flyers; and
  - k) any other dangerous item or weapon.
18. **Prohibited conduct.** For the comfort and safety of patrons and players, the following conduct is NOT permitted in the SI without the express authorisation of TA:
- a) conduct towards any player, umpire, referee, other official or another patron in a manner which offends, insults, humiliates, intimidates, threatens, disparages or vilifies that other person;
  - b) disruption or interruption to any match or other event or activity at the SI;
  - c) damaging or defacing or any part of the SI venue or any other person's property;
  - d) unreasonable disruption or interference or obstruction to patrons or TA or other persons engaged in the operation of the SI;
  - e) conducting public surveys or opinion polls, handing out promotional items, soliciting donations or subscriptions, other commercial or political disruption;
  - f) obstructing the view of a seated patron (including by opening umbrellas within spectator areas while a match is in progress);
  - g) transferring a ticket that has already been used for entry to the SI; and



- h) ball games of any kind, removal of footwear, smoking.
19. **Smoking.** You must not smoke within SOPTC unless you are in a designated smoking area.
20. **Capture and use of image.** You consent to being photographed, filmed and recorded at the SI. You acknowledge that in order to enhance security, surveillance equipment (including security cameras) are used in and around the SI. You also consent to use of any film, image or recording of you at the SI or in or around the SI at the discretion of TA, SOPA, its commercial partners, broadcasters, media and news agencies, and law enforcement agencies without compensation or further notice.
21. **Use of Technology.** To support the integrity of the SI and the broadcast partners who provide significant funding to the SI:
- a) **Photography:** Images of the SI taken with a camera, mobile phone or other wireless device cannot be used for any purpose other than for private and domestic purposes. You must not sell, license, publish or otherwise commercially exploit photographs. Flash photography is not permitted in the court areas.
  - b) **Video Footage:** Taking and/or publishing video footage of any match play via any means is forbidden (including sharing to social media). For the avoidance of doubt, mobile telephones are permitted within the SI, provided that they are used for personal and private use only and are not used to record any match play.
  - c) **Distribution:** Production, transmission or distribution of broadcasts or narrowcasts of any images, footage, sounds or data from the SI or any match play comprising the SI by any means in any format or media is strictly forbidden.
22. **Assignment of recordings.** If you make **any** kind of sound recording, visual footage or audio-visual footage at or in relation to the SI (**Recording**) without the consent of TA, you:
- a) assign all copyright and all other intellectual property in any such Recording to TA; and
  - b) consent to use by TA of the Recording for any purpose in any media worldwide.
23. **Court-siding.** Without limiting the above, you must not continually collect or transmit from the grounds of the SI any match scores or related statistics or data for any commercial, betting or gambling purpose. The continual use of laptop computers or other handheld electronic devices within the spectator area of a tournament court is prohibited, except for properly accredited media and staff authorised by TA to do so in the performance of their duties.
24. **Interpretation.** These conditions do not exclude, restrict or modify the application of any provision of the ACL, where to do so would either contravene the ACL or cause any part of these conditions to be void. Any provision of these conditions which is invalid must be read down to the minimum extent necessary to achieve its validity or be severed from these conditions without invalidating or affecting the remaining clauses in these conditions.
25. **Changes.** TA may alter these conditions if such changes are reasonably necessary to address safety issues or otherwise protect TA's legitimate interests by giving you notice (by email or by posting it on TA's website).

If you have any queries, contact **TA Customer Service** by email at [sydneyintl@tennis.com.au](mailto:sydneyintl@tennis.com.au).