

ATP Cup (Sydney) – Premium Ticketing Conditions Ken Rosewall Arena

All ticketing and entry to the 2020 ATP Cup (Sydney) on 3 – 12 January 2020, including finals (**Event**), is subject to the *Ticket Conditions of Sale and Entry* (which is posted ATP Cup Ticket Conditions of Sale and Entry (which is posted at all venue entry points, and at <https://www.atpcup.com/tickets>, and available from Tennis Australia (**TA**) upon request). However, Hospitality Packages for the Event are also subject to the following conditions:

1. Sales of Premium Ticketing packages are subject to availability. The submission of an order form (manual or online) does not guarantee availability of a specific seat location. TA reserves the right in its absolute discretion to determine the final allocation of seats.
2. Premium Ticketing packages may be purchased by credit card, direct deposit and cheque, until 6 December 2019 (after that date all payments must be made by credit card). Cheques will not be accepted after this time. Direct deposit and cheque payments must be made within 14 days of submitting a booking, but in any event **no tickets will be issued until full payment is received by TA.**
3. The Client (**you, the Client**) and its invitees will be granted exclusive access and use of the allocated seating for the duration of the allocated session of the Event, however TA, Sydney Olympic Park Authority (**SOPA**), catering, security and cleaning personnel remain entitled to access the seating area as is reasonably necessary.
4. TA encourages smart casual attire for all Premium Ticketing patrons: e.g. collared shirt and tailored pants or shorts for men. No rubber thongs or singlets.
5. No unauthorised advertising or promotion by Premium Ticketing guests is allowed at the Event.
6. Invitees must wear any passes or wristbands issued by TA correctly at all times (with package, company name, session etc. facing out).
7. Premium Ticketing facilities may be equipped with fixtures and furnishings from time to time. No additions, changes, alterations or other improvements shall be made to any facility (including a corporate suite or box), fixtures or furnishings without the prior written consent of TA.
8. TA, acting reasonably, may communicate additional requirements that are specific to the Client's booking and the purchased Premium Ticketing product. The Client and its guests must comply with any such reasonable directions given by TA from time to time.

Food & Beverage

9. In relation to the food supplied with your package, the Client is responsible for satisfying the special dietary requirements or allergies of its invitees' guests. Dietary requirements must be advised to TA or its nominated catering agent (**Catering Agent**) for the Event in writing no later than 14 days prior to the Event. TA and its Catering Agent for the Event will use their best endeavours to accommodate requests, but completely allergy-free meals cannot be guaranteed, due to the potential of trace allergens in the working environment and supplied ingredients. Special dietary options are limited to: allergy requirements, vegetarian, vegan, and religious requirements (i.e. no pork).
10. TA, SOPA and (where relevant) the Catering Agent for the Event practice responsible service of alcohol (**RSA**). Where it becomes apparent that TA, SOPA or the Catering Agent's staff that the behaviour of a guest raises RSA issues, the following protocol will be followed:
 - a. staff will slow down or stop the service of alcohol to the guest after informing the host;
 - b. staff will suggest to the guest that he/she moves on to soft drinks or water;
 - c. staff will record the suggestion and notify a supervisor;
 - d. the supervisor will continue to monitor and record the guest's behaviour and keep updating the host;

- e. staff will stop service of alcohol to the guest – unless already stopped under clause 10(a) – and the host will be encouraged to speak with the intoxicated guest about controlling his/her behaviour; and
 - f. if the supervisor makes an assessment that the guest is to be removed, security will intervene and remove the guest in accordance with the protocols for the management and removal of intoxicated persons.
11. Alcohol service in Corporate Hospitality Areas at the Event will cease as per timings detailed in the package inclusions.
 12. In relation to any in-seat drinks packages offered for the Event, an esky containing a limited number of beverages will be delivered to the allocated seating. Further beverages may be purchased during the session, by credit card. No refunds or credits are given on beverages that are delivered but not consumed during the session. Alcoholic beverages may not be taken outside the Event.
 13. For any 'in-seat dining' food packages offered for the Event, the Catering Agent for the Event will deliver selected food items to guests in their seats. Additional food may be purchased during the session. No refunds or credits are provided for any food items that are not consumed during the session.
 14. For any 'in-seat dining' food packages offered for the Event, TA and the Catering Agent may adjust meal service times to take into account on-court scheduling or scheduling of non-tennis related entertainment.

Conduct & Responsibility for Guests

15. Please be aware that TA or security personnel may remove any person from the Ken Rosewall Arena or Premium Hospitality spaces who is in breach of these Conditions or the general *Ticket Conditions of Sale and Entry*.
16. The Client is responsible for the conduct of all its guests at the Event, including but not limited to ensuring that its guests:
 - a. comply with Ticket Conditions of Sale and Entry for the Event;
 - b. observe the dress code for Premium Ticketing facilities at the Event;
 - c. where guests have been given passes, ensure that they are worn and kept visible (facing out); and
 - d. observe tennis etiquette (only leave seats at change of ends, quiet during points, silent mobile phones, etc).
17. The Client is responsible for the costs of all breakages or damage to TA, SOPA and/or the Catering Agent's property caused by the Client or its guests.
18. Children aged under 18 years must be accompanied by an adult in areas reserved for Corporate Hospitality Packages. TA reserves the right to exclude children under the age of 18 years from licensed areas.

Cancellation & Confiscation

19. If the Client or its guests breach these conditions, or TA reasonably suspects a breach has occurred (or where TA has been so directed by a law enforcement agency), TA may terminate the licence to enter the Event and deny the Client and/or its guests of the ticket access to the Event or any area within the Event, cancel or confiscate the ticket, or take other action TA considers appropriate including but not limited to cancelling or confiscating any other tickets to the Event held in the Client or the guests' names, without refund.
20. The licence granted to the Client for admission to the Event may be terminated by TA (without refund) in circumstances where: (i) the Client has or TA reasonably suspects the Client has, or (ii) any subsequent bearer of the ticket has or TA reasonably suspects that any subsequent bearer of the ticket has done, any of the following, without the prior written consent of TA:
 - a. resold the Premium Ticketing product at a premium;
 - b. resold the Premium Ticketing product through an unauthorised broker or agent;

- c. advertised or offered the Premium Ticketing product for resale on the internet or in any other medium;
 - d. packaged, advertised or used the Premium Ticketing product for advertising, promotion or other commercial purposes (including competitions or trade promotions); and
21. In addition to the above, for any breach of clause 20, TA may terminate any other licences granted to the Client via the purchase by the Client of any other tickets to the Event (including both premium and non-premium tickets).
22. For the avoidance of doubt, the Client may allocate its purchased Premium ticketing among its guests (but must not *sell* that ticketing to its guests without prior written consent from TA).

These conditions may be varied from time to time by TA for operational, security or safety reasons. TA will maintain an up-to-date copy accessible at <https://www.atpcup.com/tickets>.

For any queries in relation to these Conditions please contact TA by email at atpcuphospitality@tennis.com.au.