

## Ticket Conditions of Sale and Entry

### Australian Open 2021

### Melbourne Park

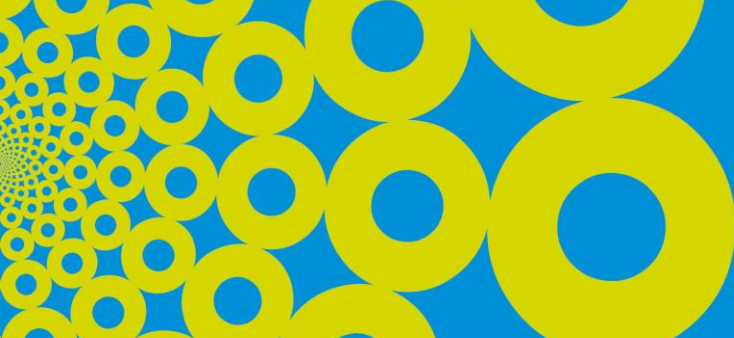
These conditions govern access to the Australian Open 2021 (AO) and the supply of all tickets (including complimentary tickets) to the AO on behalf of Tennis Australia Ltd (TA).

These conditions operate in conjunction with the *Major Events Act 2009* (Vic) and the Melbourne and Olympic Park Trust's (M&OP) Conditions of Entry to Melbourne Park. Please note that Ticketmaster's standard Terms and Conditions, the Premium Experience Conditions, the AO Accreditation Conditions and any other conditions, policies, notices or documents that we make available before or at the AO (including TA's requirements regarding biosecurity measures, privacy notices and government directives due to the ongoing COVID-19 pandemic) may also govern your entry to the AO.

1. **Important information.** The AO 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 AO for the specific sessions designated on the face of that ticket. Please also note that particular general admission facilities, attractions, activities and/or areas within the AO are subject to capacity restrictions (e.g. John Cain Arena, outside courts and licensed areas). 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;
  - 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 AO 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 AO, 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 safety requirements or placement of tennis equipment like the umpire's chair). Access to Rod Laver Arena and Margaret Court Arena for night sessions may also be delayed if the day session play runs late.
3. **Access.** Many tickets will only grant access to the AO (or a limited area of the AO) for a limited period; for example, a Night Session or a Rod Laver Arena ticket. 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 (without refund) if: (i) you do or TA reasonably suspects that you have done, or (ii) any subsequent bearer of the ticket, has done 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) transfer (or seek to transfer) the ticket by any means other than by using Ticketmaster's Ticket Forward function;
  - b) resell the ticket, whether through an unauthorised broker or agent or any other means;
  - c) advertise or offer the ticket for resale on the internet or in any other medium; or
  - d) package, advertise or use the ticket for advertising, promotion or other commercial purposes (including competitions, trade promotions or bundling the ticket into your own hospitality offering/package).

In addition to the above, for any breach of this clause 4, TA may terminate any other licences granted to you via the purchase by you of any other tickets to the AO.

5. **Concession tickets.** All persons aged 15 and over as at the date a ticket is presented for entry at the AO may only attend the AO on an adult ticket, unless they hold a valid Concession Card Identification. The following are accepted forms of Concession Card Identifications:



- a) Student Cards: Full-time Secondary students, Full-time Tertiary Students;
  - b) Pensioner Concession Card: Aged (AGE), Bereavement Allowance (BVA), Carer (CAR), Aged Blind (AGE BLIND), Parenting Payment (single) (PPS), Disability Support Pension (DSP), Disability Support Blind (DSP Blind), Partner Allowance (PTA), Sickness Allowance (SAL), Special Benefit (SPL), Widow Allowance (WDA), Widow Pension (WID), Wife Pension (WFA/WFD/WFW), Newstart Allowance over 60 years (NSW/NMA) Mature Age Allowance (MAA), Mature Age Partner Allowance (MPA), Newstart Allowance (NSA), Parenting Payment (PPP/PPS);
  - c) Veteran Affairs and TPI;
  - d) Health Care Cards: Exceptional Circumstances Relief (DR), Sickness Allowance (SA), Special Benefit (SL), Farm Help Income Support (FFR), Newstart Allowance (NS), Youth Allowance (YA), Newstart Mature Age Allowance (NMA), Parenting Payment (single) (PPS), Low Income (LI), Carer Allowance (CD), Partner Allowance (PA), Mobility Allowance (MO), and Widow Assistance (FA), Family Assistance (FA), Child Disability Allowance (CDA); and
  - e) Personal Treatment Entitlement Card: Must be current.
6. **Kids Tickets.** Children aged 3-14 as at the date a ticket is presented for entry at the AO may purchase a Kids Ticket. Children aged 2 and under as at the date a ticket is presented for entry at the AO may enter at no charge, provided they do not occupy a reserved seat. In relation to children who enter the AO on a Kids Ticket, the following conditions apply:
- a) the child must be within the age range specified in relation to the ticket;
  - b) TA or M&OP 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;
  - c) the child’s relevant age shall be as at the date the ticket is presented for entry to the AO (not the date of purchase); and
  - d) the child must be accompanied by a parent or guardian (18 years of age or over) at all times during attendance at the AO. Parents or guardians who accompany children at the AO are responsible for the care, conduct and supervision of those children.

Children may be excluded from certain areas at the AO, including the AO Live Stage, for safety purposes or in relation to responsible service of alcohol practices.

7. **Ticket limits.** TA, in its discretion, may from time to time impose limits on the number of tickets that may be purchased per session or per customer. The current ticket limits in place are as follows:

		DATES	LIMIT*	COMMENT
SINGLE	Rod Laver Arena	Day 1 – Day 10	6	Per Session
		Day 11 - Day session	6	Per Session
		Day 12 – Day 14	4	Per Session
	Margaret Court Arena	Throughout the AO	6	Per Session
	John Cain Arena	Throughout the AO	6	Per Session
	Ground Pass (if available)	Throughout the AO	6	Per Session
*Note that tickets in a single transaction must be purchased as a ‘POD’ in accordance with TA’s COVID-19 requirements.				

Notwithstanding the ticket limits that may be in force from time to time, TA may in its ultimate discretion waive such limits in particular circumstances where it deems it appropriate to do so.

8. **Cancellation and confiscation.** If a ticket is dealt with in breach of these conditions or if TA reasonably suspects that 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 AO and deny the holder of the ticket access to the AO or any area within the AO, 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 AO held in your name, without refund.

9. **Refunds, credits or replacements where on-court tennis does not commence.** You'll be able to obtain a full refund or a credit (at your choice) of the total price of your tickets for a session if:
- a) the AO is cancelled or rescheduled as a result of COVID-19 requirements or restrictions (in which case, we'll refund you for the total price of your tickets);
  - b) your specific session of the AO is cancelled as a result of COVID-19 requirements or restrictions (even if other sessions or aspects of the AO still go ahead);
  - c) we are no longer able to accommodate you at Melbourne Park;
  - d) you are prevented from travelling to Melbourne due to State, Territory or Commonwealth government travel restrictions and you advise us that you are unable to travel at least seven days before the date of your session (so that we have enough time to refund you and then offer the tickets to someone else who missed out);
  - e) you or any of your group members have COVID-19 symptoms and/or you are required to isolate (or if any of your close contacts or group members has COVID-19 symptoms) and you notify us and provide us with some evidence (e.g. a medical certificate) at least 24 hours prior to your attendance at the AO (or as soon as you can if there are valid reasons why 24 hours' notice is not possible); and
  - f) in other circumstances, where we feel it is appropriate.

In addition, where the consumer guarantees under the Australian Consumer Law (**ACL**) apply 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 AO (as designated on your ticket) does not commence at all, unless the AO or session is cancelled because of circumstances beyond the reasonable control of TA (excluding COVID-19 reasons as set out above in this clause 9), such as injury, illnesses, bereavement, travel delays or other issues which prevent players from being able to commence play, other tennis matches continuing for extended periods of time, significant safety issues or concerns, extreme heat, rain, other adverse weather (including adverse air quality), natural disaster, war, sabotage, riot, acts of terrorism, national emergency, fire, explosion, power shortage, strike or other labour difficulty, epidemic and/or quarantine (excluding where related to COVID-19), government intervention, or plant or equipment breakdown.

However, please note refunds, credits or replacements will **not** be issued in some circumstances, such as where:

- g) the tickets are complimentary tickets;
  - h) the schedule for your specific session changes, but a match is still played (in whole or part);
  - i) the non-tennis related entertainment at the AO changes (such as changes of schedule, performers or cancellation of the non-tennis related entertainment);
  - j) except where referred to in clause 9c), you are unable to enter a general admission facility, attraction, activity or area because it has reached capacity (e.g. outside courts, licensed areas);
  - k) your view of play is restricted by tennis equipment, other people, or essential event infrastructure;
  - l) except where referred to in clause 9c), social distancing restrictions or operational requirements prevent you from being able to access a particular part of Melbourne Park; or
  - m) you decide not to attend the AO or any part of the AO (e.g. a particular session), because you have changed your mind or are unable to attend due to other personal reasons (excluding the COVID-19 reasons set out above in this clause 9).
10. **Tickets.** TA or M&OP may direct you at any time while at the AO to produce a valid ticket. Please 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.
11. **Safety, comfort and conduct.** To maintain order and safety, and to encourage all patrons' enjoyment of the AO, TA and M&OP advise of the following:

- a) M&OP and TA may inspect clothing, containers, packages and bags inside the AO or intended to be brought into the AO, 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 AO 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 AO 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 AO that you are in or seeking to enter and acceptable to TA.
  - e) The AO 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 AO.
  - 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, M&OP, police or event security.
  - h) Access to areas licensed for the sale of alcohol within the AO will be managed in accordance with Victorian liquor control legislation. Some areas of the AO may only be accessible to patrons over 18 years of age, with proof of age that is valid in Victoria.
12. **M&OP and TA control.** M&OP and TA reserve the right to refuse you entry to, or remove you from, the AO (and cancel or confiscate your ticket) or take other action M&OP or TA considers appropriate, for the safety and comfort of other patrons, staff and participants or for the integrity of the AO and tennis in general. For example, if:
- a) you are in breach of these conditions;
  - b) your conduct amounts to an offence under the *Major Events Act 2009 (Vic)*;
  - c) you are considered to be intoxicated;
  - d) you have been previously refused entry to or removed from the AO;
  - e) M&OP or TA receives a direction to do so from law enforcement agencies; or
  - f) M&OP and TA reasonably believe it is in the best interests of the safety, security or integrity of the AO to do so.
13. **Your property, your responsibility.** Whilst at the AO, 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 M&OP will not be liable for any loss or damage (including any direct, indirect or consequential loss or damage) to any property brought into the AO, unless the ACL applies and such loss or damage was due to TA or M&OP's breach of a non-excludable guarantee under the ACL (such as a failure to provide services with due care or skill).
14. **Your safety, your responsibility.** Whilst at the AO, you must take care to protect your safety and the safety of others. TA and M&OP 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 such loss or damage was due to either TA or M&OP's breach of a non-excludable guarantee under the ACL (such as failure to provide services with due care or skill).

*Your safety, your responsibility – COVID-19*

- a) You acknowledge that by attending the AO you may be exposed to the possibility of contracting an illness, including without limitation the COVID-19 virus. Contracting or exposure to the COVID-19 virus can result in serious illness, temporary or permanent disability, other short-term and long-term health effects, and death, regardless of age or health condition.

- b) While TA will implement reasonable measures to attempt to minimise the risk of the COVID-19 virus, you acknowledge that such measures may be unsuccessful and such measures do not guarantee that you will not be exposed to the COVID-19 virus. TA and its employees, officers, volunteers, servants and agents make no guarantees, warranties, representations or other promises regarding the possibility of your exposure to, contracting, or transmitting COVID-19 while attending the AO.
- c) With full knowledge of the risks associated with the COVID-19 virus, you:
  - i) voluntarily agree to attend the AO;
  - ii) assume all responsibilities and risks related to the COVID-19 virus while attending the AO; and
  - iii) to the fullest extent permitted by law, acknowledge the risks associated with attending the AO, accept those risks voluntarily and release and discharge, TA, its employees, officers, volunteers, servants and agents, from any and all claims, expenses, demands, suits, damages, costs (including legal costs), loss and injury you or any associated third party (**Costs**) may suffer or sustain, to the fullest extent permitted by law, directly and indirectly in connection with, or related to, the COVID-19 virus, including but not limited to travel, transportation, accommodation, hospitality, third party costs and expenses, endorsements or sponsorships or any other third party arrangement and agree to hold TA, its employees officers, volunteers, servants and agents harmless in relation to such Costs.
- d) You agree to any conditions, controls, directions, plans, policies, notices, training or requirements issued by TA prior to or during the AO regarding COVID-19 precautionary and biosecurity measures. If you do not follow these requirements, TA may deny, revoke or suspend your attendance at the AO at its discretion at any time.
- e) TA may withdraw your right to attend the AO and access to Melbourne Park if you:
  - i) test positive for COVID-19;
  - ii) are identified as a close contact of a person who tested positive for COVID-19;
  - iii) are in the process of completing a government-mandated period of self-isolation; or
  - iv) present to Melbourne Park showing symptoms of COVID-19, including but not limiting to having a temperature above  $>37.5^{\circ}\text{C}$ , chills, cough, sore throat and shortness of breath.

Note that the provisions of clause 9 apply in the case of possible ticket refunds or credits.

15. **Liability.** To the extent permitted by law:

- a) TA and M&OP's maximum liability to you under or in connection with these conditions is limited to the amount actually paid for the ticket(s) you purchased;
- 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; and
- c) TA shall not be liable to you for any consequential, special, incidental or indirect damages or for any economic losses, lost profits, lost business, lost revenue, lost goodwill or anticipated savings.

Nothing within these conditions shall:

- d) limit or exclude TA's or M&OP's liability for any loss, damage, costs or expenses which may not lawfully be excluded; or
- e) restrict, exclude or modify or purport to restrict, exclude or modify any statutory consumer rights under any applicable law including the *Competition and Consumer Act 2010* (Cth).

16. **Privacy.** By purchasing a ticket to the AO: **a) you consent to the collection, storage and use of your personal information** by TA, MO&P and Ticketmaster and the disclosure of information between TA, MO&P and Ticketmaster **for the purposes of ticketing, event management, event safety, surveys and marketing**, including the promotion of

the AO 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; and b) in relation to Kids Tickets only, you consent to the collection, storage and use of your personal information** by TA, MO&P, Ticketmaster and the disclosure of information to TA's nominated childcare provider **for the purpose of confirming the booking**. You also agree that TA may also use your personal information in accordance with TA's COVID-19 Privacy Collection Notice (<https://www.tennis.com.au/doc/visitors-covid-19-privacy-collection-notice>), Privacy Statement (<http://www.tennis.com.au/privacy-statement>) and Privacy Policy ([www.tennis.com.au/privacy](http://www.tennis.com.au/privacy)). TA's 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 (as further detailed in TA's Privacy Policy).

In addition to the above, if you are evicted from the AO you agree that your personal information (including your name, address, date of birth and photograph) may be collected and shared by TA, MOPT and any relevant police or crime prevention authority for the purpose of implementing a ban on you from the AO, or for other law enforcement purposes. You further agree that, in accordance with applicable privacy legislation, that the police or other crime prevention authority may also provide TA and MOPT with details of any action or criminal proceeding brought against you as a consequence of your actions at the AO for the purpose of TA or MOPT considering, if necessary, to implement a ban on you from attending the AO.

17. **Medical assistance and information.** You authorise TA, its medical contractors and any other third party medical service providers at the AO 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 any such assistance, you consent to the disclosure of your personal information and relevant medical details to M&OP, TA, insurers and other relevant third parties. Personal information collected in these circumstances will not be used by TA for marketing purposes.
18. **Prohibited items.** For the comfort and safety of patrons and players, the following items are NOT permitted in the AO without the express authorisation of TA:
- a) alcohol (it is an **offence** under Victorian law to possess alcohol at the AO that has not been purchased at the AO);
  - b) large bags, including suitcases. Any item or bag that is too large to fit under a seat must not be brought into the AO and a limit of one bag per person applies. Large bags and suitcase will not be accepted for cloaking;
  - c) tennis racquets, beach balls or other inflatable devices, frisbees, helium balloons;
  - d) camera tripods, monopods, telephoto camera lenses with a focal length capacity greater than 200mm; video cameras 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);
  - e) eskies, hampers and large containers in excess of 1.5 litres;
  - f) glass (including bottles), cans, ceramic and breakable containers;
  - g) flags, banners, signs larger than 1 m by 1 m in size or with handles longer than 50cm;
  - h) animals other than animals recognised as assistance animals under the *Disability Discrimination Act 1992* (Cth) (TA or MOPT, acting reasonably, may request evidence that an animal is an assistance animal and/or is trained to meet standards of hygiene and behaviour that are appropriate for an animal in a public place);
  - i) chairs and stools;
  - j) musical instruments, whistles, loud hailers, amplification equipment;
  - k) drones, flares, fireworks, firecrackers, smoke bombs and laser pointers,

- l) bicycles, scooters, skateboards, rollerblades, rollerskates;
- m) unauthorised promotional, commercial, political, religious or offensive items of whatever nature including clothing, banners, signs, symbols, leaflets, stickers or flyers; and
- n) any other dangerous item or good, substance, weapon, including knives or any “prohibited item” under the *Major Events Act 2009 (Vic)*.

The following items are permitted, however such items are subject to security check on arrival at the AO and must be presented for security approval. TA & M&OP maintain the right to prohibit any of the below items as deemed necessary for the safety and comfort of others:

- a) small bags, including handbags;
- b) non-alcoholic beverages or drink bottles in plastic;
- c) food, in permissible packaging, including baby food;
- d) plastic or paper cutlery only;
- e) deodorant and perfume;
- f) medicine;
- g) selfie sticks; and
- h) umbrellas.

19. **Prohibited conduct.** For the comfort and safety of patrons and players, the following conduct is NOT permitted at the AO 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 AO;
  - c) damaging or defacing of any part of Melbourne Park or any other person’s property;
  - d) unreasonable disruption or interference or obstruction to patrons or TA or M&OP or other persons engaged in the operation of the AO;
  - 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 AO;
  - h) ball games of any kind;
  - i) removal of footwear, shirts or public nudity / indecency;
  - j) concealing identity with a scarf, balaclava, mask or other item unless for a religious, medical or other justifiable reason;
  - k) smoking in non-smoking areas (inside, within spectator areas and otherwise where signed); and
  - l) conduct which amounts to an offence under *Major Events Act 2009 (Vic)*.
20. **Capture and use of image.** You consent to being photographed, filmed and recorded at the AO. You acknowledge that in order to enhance security, surveillance equipment (including security cameras) are used in and around the AO. You also consent to use of any film, image or recording of you at the AO or in or around the AO at the discretion of

M&OP, TA, 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 AO and the broadcast partners who provide significant funding to the AO:
  - a) **Photography:** Images of the AO 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 AO, provided 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 AO or any match play comprising the AO 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 AO (**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 AO 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 [customersupport@tennis.com.au](mailto:customersupport@tennis.com.au) or call 1800 752 983.