

### Optus Stadium Tour – Terms and Conditions

1. Participation in an Optus Stadium Tour is subject at all times to the Ticket Holder complying with all directions of their Tour guide and the [Conditions of Entry](#) while at Optus Stadium (available at [www.optusstadium.com.au](http://www.optusstadium.com.au)). Failure to comply may result in the Ticket Holder being removed from Optus Stadium.
2. Areas of the Stadium accessible during a Tour are subject to change on a daily, and Tour by Tour basis, at short notice, to accommodate operational requirements of the Stadium. Access to all areas of the Stadium is not guaranteed. Optus Stadium reserves the right to alter or vary a Tour route, without any obligation to refund monies or exchange a Ticket. Optus Stadium is not liable for any change or variation to a Tour route, or unavailability of areas of the Stadium.
3. Access to Optus Stadium and participation in an Optus Stadium Tour will be given on presentation of a confirmation email or other such documentation confirming the purchase of a ticket (**Ticket**). Please keep the Ticket safe, as a duplicate ticket will not be issued if the Ticket is lost, stolen, defaced or illegible.
4. A Ticket Holder under the age of 12 will not be admitted unless accompanied by an adult. Children under the age of 5 will be admitted at no charge, if accompanied by a paying adult.
5. If purchasing a Ticket using a concession card the concession card must be presented by the Ticket Holder on the day of the Tour. A Ticket Holder of a Ticket purchased with a concession card, who does not present the concession card on the day of the Tour, may be denied access to Optus Stadium. Carers are admitted free of charge on presentation of a valid companion card.
6. The Ticket Holder must behave in a responsible and considerate manner at all times and must not engage in any conduct deemed unacceptable by the Operator. Conduct deemed unacceptable includes, but is not limited to, threatening or abusive behaviour, being under the influence of alcohol or drugs, smoking during the Tour, theft of Optus Stadium property, or entering prohibited or restricted areas (which may vary without notice).
7. The Ticket Holder is not permitted on the main pitch at any time (but may enter onto the perimeter astro turf, where approved by the Tour guide), and failure to comply with this restriction will result in the immediate removal of the Ticket Holder from Optus Stadium.
8. The Ticket Holder should arrive at least 10 minutes prior to the allocated start time of the Tour. The Operator is under no obligation to reschedule the Ticket Holder's participation in a Tour and will have no liability to the Ticket Holder if the Ticket Holder is late. The Tour will take approximately 90 minutes to complete.
9. The Ticket Holder must wear appropriate clothing and footwear for the Tour.
10. No food or drink may be brought into Optus Stadium, other than bottled drinking water.
11. No animals (other than registered assistance dogs) will be admitted inside Optus Stadium.
12. The Tour is suitable for customers with impaired capabilities. Medical conditions and assistance requirements must be notified to Optus Stadium at the time of booking, and any change of circumstance. We recommend you contact our bookings team to discuss any specific requirements and to make necessary arrangements.
13. Admission to Optus Stadium, and participation in the Tour, is at the Ticket Holder's own risk. The Operator is not liable to the Ticket Holder for any loss, injury or damage sustained within Optus Stadium or the Stadium Park, save where caused by the negligence of the Operator.
14. The Operator may cancel or reschedule a Tour for any reason (including operational requirements of the Stadium and/or in the interests of public safety). If a Tour is cancelled or rescheduled by the Operator, and a Ticket Holder is unable to attend a rescheduled Tour, the Operator will refund the full price of the Ticket. No other compensation will be payable to the Ticket Holder, and the Operator will not otherwise be liable to the Ticket Holder in any respect for the cancellation and rescheduling of any Tour. The Optus Stadium Tour will operate in all weather conditions, including rain.
15. A Ticket Holder may cancel a Ticket, however if a Ticket is cancelled within 48 hours of the scheduled Tour the Ticket Holder will not be entitled to any refund of the Ticket price.
16. The purchaser of a Ticket, or Ticket Holder, must not resell a Ticket in any circumstances (save that a purchaser is permitted to buy Tickets on behalf of family and friends), and must not use a Ticket for advertising, promotional or other commercial purposes (including public competitions and trade promotions). Any Ticket resold or used in such a manner will be void, and the Ticket Holder may be refused admission to or removed from Optus Stadium.
17. The Operator is not able to provide storage facilities for bags, luggage, prams (pushchairs or buggies) at Optus Stadium for safety and security reasons. The Ticket Holder is solely responsible for any personal belongings it brings on the Tour.
18. Optus Stadium will be entitled to remove any items of property left at Optus Stadium by a Ticket Holder at the conclusion of a Tour. Any property so removed will be retained by Optus Stadium for a period of 7 days and thereafter will be deemed abandoned and may be disposed of by Optus Stadium at its absolute discretion without incurring any liability to the Ticket Holder.
19. The use of audio visual recording equipment for commercial gain is prohibited. Audio visual equipment may only be used for personal use. As a condition of entry to Optus Stadium the Ticket Holder assigns to the Operator (by way of present assignment of future copyright) all copyright in any photographs or recordings made in breach of this prohibition
20. Optus Stadium may photograph and record Tours and Ticket Holds from time to time and may use these photographs and recordings for any media or other purpose, including advertising or promotional purposes, without payment of any kind to Ticket Holders.
21. For the safety and security of Ticket Holders and other Stadium occupants closed circuit television (CCTV) cameras are in use at Optus Stadium. Photographs and recordings of Ticket Holders may be shared with the police and other authorities.

### Group Bookings

1. Group Tours are available for bookings of ten (10) or more people.
2. Group Tours are only available outside public Tour start times (not commencing at 10am, 11am, 1pm or 3pm).
3. Group Tour participant numbers and final payment must be received no later than one (1) week prior to the confirmed Group Tour date. Non-payment by this deadline will result in immediate cancellation of the Group Tour booking.
4. Cancellations and/or changes to the Group Tour participant numbers must be provided in writing to [tours@optusstadium.com.au](mailto:tours@optusstadium.com.au) at least three (3) days prior to the scheduled Group Tour. Changes to a Group Tour booking are subject to availability.
5. There are administrative costs associated with cancellations and changes to Group Tour bookings. Due to these costs if a Ticket for a Group Tour is cancelled or changed within three (3) days of the scheduled Tour the Ticket Holder will not be entitled to any refund of the Ticket price.

**Privacy:** We generally collect personal information for the purposes of processing and administering request/s which may include processing Ticket requests. Unless we are advised otherwise we may provide the Ticket Holder with offers and information related to our products and services which we believe may be of particular relevance and interest to the Ticket Holder and may also provide information of the Ticket Holder to sponsors and/or companies associated with Optus Stadium for the purpose of providing the Ticket Holder with offers and information. For more information see our [Privacy Policy](#).