

# OPTUS STADIUM

## Optus Stadium Tour – Terms and Conditions

Optus Stadium Tours is operated by VenuesLive Management Services (WA) Pty Ltd as agent for the Western Australian Sports Centre Trust, trading as VenuesWest (ABN 47 894 197 015) (**Operator**).

1. The following terms and conditions apply to all patrons (**you, your, Patrons**) participating in an Optus Stadium Tour (**Tour**).
2. By purchasing a ticket to a Tour, or participating in a Tour, you agree (and if you are under 18 years of age, your legal guardian agrees on your behalf) to comply with the Optus Stadium Conditions of Entry (available at [www.optusstadium.com.au](http://www.optusstadium.com.au)) and the directions of your Tour guide. The Operator may refuse your participation in and/or remove you from a Tour without refund or any other form of compensation if you fail to comply with these Terms and Conditions.
3. Access to Optus Stadium and participation in a Tour will be given on presentation of a confirmation email or other such documentation confirming the purchase of a ticket (**Ticket**) or a ticket and food & beverage package (**Package Ticket**). Please keep this documentation safe as a duplicate will not be issued if the Ticket or Package Ticket is lost, stolen, defaced or illegible.
4. Tickets and Package Tickets must not be offered as prizes, resold, or used for any unauthorised advertising, promotion, competition or commercial activity (including public competitions and trade promotions). Any Patron holding a Ticket or Package Ticket sourced through any unauthorised promotional or commercial activity may be refused admission to or removed from Optus Stadium and no compensation will be payable to the affected Patron by the Operator.
5. If you purchase a Ticket or Package Ticket using a concession card you must present the concession card on the day of the Tour. Failure to present a concession card on the day of the Tour may result in your being denied access to Optus Stadium.
6. Children under the age of 5 (accompanied by a paying adult) and carers (on presentation of a valid companion card) are admitted free of charge.
7. Children under the age of 12 must be accompanied by a paying adult.
8. No food or drink may be brought into Optus Stadium, other than bottled drinking water.
9. You must wear appropriate clothing and footwear for the Tour.
10. You should arrive at least 10 minutes prior to the start time of your Tour. The Operator is under no obligation to reschedule your participation in a Tour and will have no liability to refund the price of a Ticket or Package Ticket if you are late.
11. The Tour will take approximately 90 minutes to complete and will operate in all weather conditions (including rain).
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 again at any change of circumstance. We recommend you contact our bookings team to discuss any specific requirements and to make necessary arrangements.
13. No animals (other than registered assistance dogs) will be admitted inside Optus Stadium.
14. 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, without any obligation on the Operator to exchange or refund the price Ticket or Package Ticket. Access to all areas of the Stadium is not guaranteed.
15. The Operator may cancel or reschedule a Tour, for safety or other operational reasons, at its absolute discretion. If a Tour is cancelled and you are unable to attend a rescheduled Tour, the full price of the Ticket or Package Ticket will be refunded. No other compensation will be payable to you, and the Operator will not otherwise be liable for any loss or damage arising in connection with cancellation or rescheduling of a Tour (including travel or other out of pocket expenses).
16. You may cancel a Ticket or Package Ticket, however if a Ticket or Package Ticket is cancelled within 48 hours of the scheduled Tour you will not be entitled to any refund of the Ticket or Package Ticket price.
17. You 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, without limitation, 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).
18. You are not permitted on the main pitch at any time (but may enter onto the perimeter astro turf, where approved by the Tour guide). Failure to comply with this restriction will result in your immediate removal from Optus Stadium.
19. Admission to Optus Stadium, and participation in the Tour is at your own risk. The Operator is not liable to you for any loss, injury or damage sustained within Optus Stadium or the Stadium Park, save where caused by the negligence of the Operator.
20. The Operator is not able to provide storage facilities for bags, luggage, prams (pushchairs or buggies) at Optus Stadium for safety and security reasons. You are solely responsible for any personal belongings you bring on the Tour.
21. The Operator will be entitled to remove any items of property left at Optus Stadium at the conclusion of a Tour. Any such property will be retained by Optus Stadium for a period of 7 days only and thereafter may be disposed of by the Operator at its absolute discretion without incurring any liability to you.
22. Audio visual equipment may only be used for personal use, and not for commercial gain. As a condition of entry to Optus Stadium you assign to the Operator (by way of present assignment of future copyright) all copyright in any photographs or recording made in breach of this prohibition.
23. Optus Stadium may photograph and record Tours and Patrons 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 Patrons.
24. For the safety and security of Patrons and other Stadium occupants closed circuit television (CCTV) cameras are in use at Optus Stadium. Photographs and recordings of Patrons 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 or Package Ticket for a Group Tour is cancelled or changed within three (3) days of the scheduled Tour the Patron will not be entitled to any refund of the Ticket or Package Ticket price.

**Privacy:** We generally collect personal information for the purposes of processing and administering request/s which may include processing Ticket or Package Ticket requests. To review or download the Optus Stadium Privacy Policy please visit [www.optusstadium.com.au](http://www.optusstadium.com.au) .