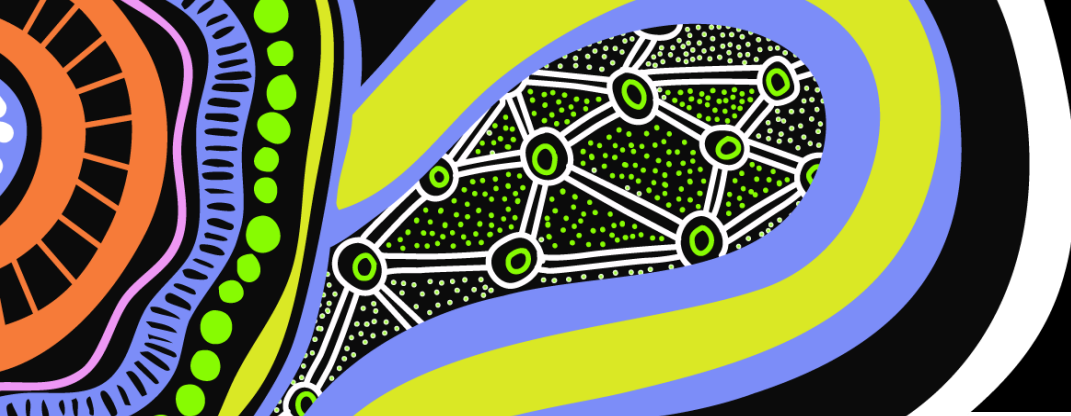




TICKETING TERMS AND CONDITIONS

1. DEFINITIONS

In these Conditions, unless the context requires otherwise:

Abandon / Abandonment means where a Session or Activity commences, is definitively interrupted, does not recommence, and cannot be rescheduled.

Activity means any training session, fan event, ceremony, or related activity conducted in connection with or related to the Event as determined by the LOC.

Australian Consumer Law means the Australian Consumer Law set out in Schedule 2 of the *Competition and Consumer Act 2010* (Cth), and any corresponding State or Territory consumer protection legislation, as amended from time to time.

Authorised Seller means the official and authorised ticketing agents and providers appointed by the Organisers, including:

- a. Ticketek Pty Ltd (ACN 010 129 110);
- b. Sportsnet Corporation Pty Ltd trading as Quint Australia (ABN 34 124 636 611), and their nominated sub agents;
- c. any other person or entity as nominated by the LOC.

Cancel / Cancellation means where a Session or Activity does not commence, cannot be completed within the scheduled time, and cannot be rescheduled to a different time, date, or place.

Child means a person aged sixteen (16) years or under at the date of the applicable Session.

Conditions means these terms and conditions, as updated from time to time.

Delay means where a Session or Activity does not commence at the scheduled start time or is interrupted after the scheduled start time and is able to recommence.

Event means the Netball World Cup Sydney 2027 and any Match, Session, or Activity.

Event Rules means these Conditions, the Venue conditions of entry, terms of Authorised Sellers, other relevant ticketing agent conditions of sale, and any reasonable directions issued by the Organisers.

Force Majeure means any circumstances or events beyond the reasonable control of the Organisers which prevent, delay, or materially affect the staging, delivery, or operation of the Event (or any part of it), including without limitation:

- a. acts of God, severe or inclement weather (including storms, floods, bushfires, or lightning), natural disasters, or environmental events;
- b. fire, explosion, structural failure, power or utility failure, or damage to the Venue;
- c. war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), terrorist acts or threats, civil unrest, riot, or crowd disorder;

- d. epidemics, pandemics, outbreaks of infectious disease or public health emergencies (including any disease or illness declared by the World Health Organisation or the Australian Government), and any associated public health measures or restrictions;
- e. any act, decision, direction, order, or restriction imposed by any government, authority, court, or competent body (including limitations on Venue capacity, travel restrictions, or failure to grant necessary approvals or permits);
- f. industrial disputes, strikes, lockouts, or other labour disruptions not involving the Organisers; and
- g. any act or omission of third parties (including Venue operators, service providers, or contractors) outside the reasonable control of the Organisers,

and includes any other circumstance of a similar nature that is beyond the reasonable control of the Organisers and materially impacts the Event.

GST means goods and services tax imposed under the *A New Tax System (Goods and Services Tax) Act 1999* (Cth), and any similar value-added or consumption tax.

Match means a netball match forming part of the Event, the particulars of which are detailed on the Ticket or otherwise by the LOC.

Ticket means any ticket, pass, accreditation, credential, or other authorisation (in physical or electronic form) that permits entry to the Event.

Ticket Purchaser means an individual who has successfully purchased a Ticket(s) for the Event in accordance with these Conditions.

Team means the named group of Players, officials, and personnel representing a country expected to participate or otherwise associated with the Event, as determined by the LOC (and the relevant governing body) from time to time.

LOC means Netball Events Pty Ltd (ABN 58 101 439 981).

Organiser means the LOC and any other party involved in the organisation, management, operation, or delivery of the Event (including World Netball, Venue owners or operators, host broadcasters, and Authorised Sellers), each of whom may enforce these Conditions.

Participant means any Player, umpire, match official, Team official or personnel, volunteer, contractor, or representative of the Organisers.

Patron means any person who holds, purchases, uses, or enters the Event pursuant to a Ticket.

Postpone / Postponement means where a Session or Activity commences, cannot be completed within the scheduled time, and can be rescheduled to another time, date, and / or place.

Player means a person named and listed to participate in a Match as a player, as determined by the relevant Team and / or governing body from time to time, including any replacement or substitute players.

Privacy Policy means the Netball Australia Privacy Policy (or successor policy) published on its website.

Session means a designated block of Matches played within a defined period, categorised as follows:

- a. Day Session: a session comprising up to four (4) Matches scheduled during daytime hours;
- b. Night Session: a session comprising up to two (2) Matches scheduled during nighttime hours; and

- c. Finals: a session comprising finals and medal Matches, including (without limitation) classification finals and the gold and bronze medal Matches, which may be scheduled separately from Day Sessions and Night Sessions.

Venue means Afterpay Arena (otherwise known as Sydney Super Dome), and any other stadium, arena, or other location designated to host any part of the Event.

World Netball means the International Netball Federation Limited (company number 13027095), the governing body for international netball and the Event.

2. APPLICATION OF THESE CONDITIONS

- 2.1 These Conditions govern all Tickets purchased or otherwise issued for the Event and form a binding and enforceable agreement between each Patron and the LOC, for the benefit of the Organisers.
- 2.2 Entry to and attendance at the Event is conditional upon compliance with these Conditions and all Event Rules.
- 2.3 By purchasing, possessing, transferring, or using (or attempting to use) a Ticket, Patrons are deemed to have accepted, agreed to comply with, and be legally bound by these Conditions and the Event Rules. The Ticket Purchaser agrees to ensure that all Patrons for whom they purchase or provide Tickets comply with these Conditions and the Event Rules. These Conditions apply equally to any Patron, regardless of whether they are the original Ticket Purchaser.
- 2.4 Where Tickets are purchased on behalf of a Child or other person without legal capacity, the Ticket Purchaser remains responsible for ensuring compliance with these Conditions by that person.
- 2.5 Patrons are required to comply with all the Event Rules. In the event of any inconsistency, ambiguity, or conflict between the Event Rules, the following order of precedence applies:
 - a. applicable laws and mandatory statutory requirements;
 - b. Venue conditions of entry;
 - c. additional terms applicable to specific Ticket types or packages (including hospitality, travel, or experiential packages);
 - d. these Conditions;
 - e. terms of Authorised Sellers, including authorised ticketing platforms or distribution channels; and
 - f. promotional, marketing, or summary materials (including abbreviated or printed versions of these Conditions).

To the extent of any inconsistency, higher-ranking terms prevail, and the lower-ranking terms are read down or severed to the extent necessary.

- 2.6 Nothing within these Conditions shall restrict, exclude, or modify or purport to restrict, exclude, or modify, any statutory consumer rights under any applicable laws, including the Australian Consumer Law.
- 2.7 Patrons acknowledge that any advertising, promotional, or marketing materials relating to the Event are provided for general information only and may be subject to change. To the maximum extent permitted by law, Patrons do not rely on such materials as a representation, warranty, or promise regarding the Event, except as expressly set out in these Conditions.
- 2.8 The Organisers are committed to providing an inclusive, accessible, and safe Event environment. All Patrons will be treated fairly and with respect, and the Organisers will take reasonable steps to accommodate accessibility requirements and avoid discrimination on any basis protected by applicable law, including disability, age, race, religion or belief, gender, sexual orientation, or other protected attributes.

- 2.9 In exercising the rights under these Conditions, the LOC will act reasonably and in a manner consistent with applicable anti-discrimination and human rights laws.

3. CONSEQUENCES OF BREACH

- 3.1 If a Patron breaches, or in the reasonable opinion of an Organiser is likely to breach, these Conditions or the Event Rules (including any material or repeated immaterial breach), the Organisers may, without liability or compensation, and in addition to any other rights or remedies available at law or under these Conditions:
- a. refuse entry to, or remove, eject, or exclude the Patron from the Venue;
 - b. suspend, cancel, render invalid, confiscate, or otherwise void any Ticket held by the Patron;
 - c. cancel, suspend, or void any other Tickets or entitlements held by the Patron (whether for the same Session or Activity or otherwise);
 - d. refuse entry to, or participation in, any application, allocation or sales process relating to Tickets;
 - e. impose restrictions, conditions, or bans on the Patron's future attendance at, or participation in, the Event and / or future events, matches, or ticket sales processes conducted by the Organisers or their affiliates;
 - f. report, refer, or escalate the matter to law enforcement authorities or pursue civil proceedings where appropriate; and / or
 - g. take any other action reasonably considered necessary by the Organisers to protect the integrity, safety, security, or operation of the Event.
- 3.2 Where practicable, the Organisers may (but are not obliged to) provide notice and an opportunity to remedy a breach. However, immediate action may be taken where required for safety, security, operational integrity, or compliance with law.

4. TICKETS AND ENTRY

GENERAL

- 4.1 Entry to the Event requires a valid Ticket issued by or obtained through an Authorised Seller. Each Ticket will, subject always to these Conditions, provide admission to the Venue for a specified Session and / or Activity.
- 4.2 Children aged under four (4) years as at the date of the applicable Session do not require a Ticket for entry, provided they do not occupy a seat and are accompanied at all times by an adult aged eighteen (18) years or older with a valid Ticket. All other Children require a valid Ticket and must be accompanied at all times by an adult aged eighteen (18) years or older with a valid Ticket.
- 4.3 All persons aged eighteen (18) years or over at the time a Ticket is presented for entry must hold a valid adult Ticket, unless they are eligible for and present valid proof of concession entitlement (**Concession Identification**). Accepted forms of Concession Identification include:
- a. valid full-time student identification (secondary or tertiary);
 - b. government-issued concession or pension cards (including aged, disability, carer, veteran, or low-income cards);
 - c. health care or equivalent income support cards; and
 - d. any equivalent international concession, student, or government-issued concession entitlement recognised by the Organisers, acting reasonably.

All Concession Identification must be current, valid, and presented upon request. The Organisers reserve the right to determine eligibility for concession pricing, acting reasonably.

- 4.4 Tickets purchased or obtained from unauthorised sellers may be void and will not guarantee entry to the Event.
- 4.5 Tickets always remain the property of the Organisers and may be withdrawn, cancelled, or confiscated in accordance with these Conditions. Tickets may not be resold, exchanged, transferred, advertised for resale, or used for commercial, promotional, competition, hospitality, or other trade purposes without the prior written consent of the Organisers. Any Ticket sold, transferred, or otherwise disposed of in breach of these Conditions may be cancelled without refund and the holder may be refused entry.
- 4.6 Each Ticket permits entry only to the seat, section, zone, or area specified on the Ticket, subject to any relocation permitted under these Conditions.
- 4.7 The Organisers reserve the right to require a Patron to provide proof of identity, age, eligibility for a particular Ticket category, or Ticket ownership at any time.
- 4.8 Entry may be refused, or a Patron may be removed from the Venue, where a Ticket is invalid, cancelled, duplicated, damaged, altered, unreadable, fraudulently obtained, or otherwise unable to be verified by the Organisers.
- 4.9 The Organisers reserve the right to relocate a Patron to a different seat, section, zone, or area of comparable value where reasonably required for operational, safety, security, accessibility, broadcast, venue management, or other legitimate Event purpose.
- 4.10 Lost, stolen, destroyed, or damaged Tickets may not be replaced except at the discretion of the Organisers or the applicable Authorised Seller.
- 4.11 Admission to the Venue is subject to venue capacity, applicable laws, these Conditions, and the Event Rules.
- 4.12 Patrons are required to be mindful of all other Patrons at the Venue. Patrons must comply with all reasonable directions of the Organisers, Venue staff, and security personnel, and with all applicable safety and security requirements, and Event Rules. Failure to comply may result in refusal of entry, removal from the Venue, or cancellation of Tickets without refund or compensation.
- 4.13 As a condition of entry, Patrons may be required to undergo security screening, including bag inspections, physical searches, and other security measures permitted by law. Any Patron who refuses to comply with such measures or the directions of authorised personnel may be refused entry to, or removed from, the Venue without refund or compensation.
- 4.14 The Organisers may refuse entry to, or remove from the Venue, any Patron who is intoxicated, under the influence of drugs or other behaviour-modifying substances, behaving in a disorderly, violent, offensive or unsafe manner, or otherwise posing a risk to the safety, security or enjoyment of others. No refund or compensation will be payable in such circumstances.
- 4.15 Patrons acknowledge that attendance at a live sporting event may involve temporary obstructions, varying weather conditions, crowd movement, operational requirements and other factors that may affect comfort, visibility, or viewing experience. Subject to applicable law, no refund or compensation will be payable in such circumstances.
- 4.16 For reasons of safety (such as to prevent terrorism) and public health considerations (such as protective measures against a pandemic or epidemic (such as COVID-19)), the Organisers may take exceptional measures that might slow down access to the precincts of the Venue, to which Patrons acknowledge, agree to, and irrevocably consent to. Access to a Venue may be restricted to carriers of any documents or information required by the public health authorities on the date of the Session (including but not limited to a health pass, identity card, or a vaccine passport).
- 4.17 A person carrying objects featured in any list of objects prohibited by applicable laws, these Conditions (see clause 13), or the Venue conditions of entry may be denied access to the Venue or expelled from the Venue, and the price of their Ticket will not be refunded or compensated. Patrons undertake to

comply with all applicable laws and with all Event Rules applicable to safety within sports and public venues.

- 4.18 Patrons are strongly advised to regularly consult the LOC's website and the Venue's website to best prepare for the attendance. Patrons are responsible for making appropriate travel arrangements to ensure they arrive at the Venue with sufficient time to avoid queues, waiting times, and / or potential delayed entry into the Venue.

ACCESSIBILITY AND ASSISTANCE

- 4.19 The Organisers will take reasonable steps to provide assistance and make reasonable adjustments for Patrons with accessibility requirements, including in relation to entry, seating, facilities, and services, subject to safety, operational requirements, and venue constraints. Patrons are encouraged to notify accessibility requirements in advance where possible.
- 4.20 The Organisers may require Patrons using accessibility Tickets (including wheelchair-accessible seating) to provide reasonable evidence of eligibility where appropriate. The Organisers will act reasonably and sensitively in making any such request.
- 4.21 Where applicable, companion or carer tickets may be made available in accordance with applicable accessibility policies or schemes, subject to eligibility requirements notified by the Organisers. Unless otherwise approved by the Organisers or required under applicable law or accessibility policies, such tickets are limited to one (1) companion per eligible Patron. The Organisers reserve the right to require Patrons to provide reasonable evidence of eligibility, including presentation of a valid companion card or recognised international equivalent, and will act reasonably and sensitively in making any such request.

5. PASS OUTS

- 5.1 Pass-outs may be issued at the sole discretion of the LOC. The LOC reserves the right to grant, refuse, or withdraw pass-out privileges at any time.
- 5.2 Where pass-outs are issued, they will be delivered or made available to Patrons via the methods determined by the LOC from time to time and subject to any applicable terms and conditions.
- 5.3 Patrons re-entering the Venue with a pass-out may be subject to security screening and any other entry conditions imposed by the LOC.

6. TICKET PURCHASE

- 6.1 Ticket Purchasers must be aged eighteen (18) years or above.
- 6.2 Tickets will be available for purchase through the Authorised Sellers during such periods as determined by the LOC from time to time. The LOC may, at its sole discretion, open, close, suspend, extend, or vary the timing and duration of Ticket sales at any time, through any channel, platform, or intermediary.
- 6.3 The LOC may impose limits on the number of Tickets that may be purchased per transaction, per Patron, per email address, per payment method, per household, or per sales phase. Any such limits will be specified at the time of sale or via the applicable ticketing platform and may vary between Sessions and sales phases.
- 6.4 Ticket price categories may include premium, standard and concession pricing (or similar classifications), subject to availability. Certain categories of Ticket Purchasers or Ticket types may be subject to additional or special terms and conditions which supplement or vary these Conditions, including (without limitation) hospitality, travel, accessibility, or group purchase arrangements.
- 6.5 Where Tickets are subject to an application, ballot, or allocation process, the LOC may determine the structure, eligibility criteria, timing, and outcome of such process in its sole discretion, and may amend or withdraw any such process at any time.

- 6.6 The LOC may implement or withdraw distribution channels, sales platforms, allocation mechanisms, or resale systems at its sole discretion, including priority sales, presales, group allocations, or authorised resale platforms.
- 6.7 A person must not, and must not permit any other person to, use any automated system, software, bot, scraper, or other unauthorised means to purchase, attempt to purchase, reserve, or obtain Tickets, or to circumvent, manipulate, or interfere with any Ticket sales process or limits imposed by the Organisers. The Organisers may, acting reasonably, cancel or invalidate any Tickets that have been purchased or obtained in breach of this clause without refund or compensation, subject to applicable law.

7. TICKET PRICES

- 7.1 Ticket prices and any applicable service charges, processing fees, delivery / fulfilment fees, taxes and / or other charges will be displayed in Australian Dollars (AUD) and are inclusive of GST (where applicable). Any additional costs or charges incurred by a Patron (including foreign exchange rate costs, payment card fees, or bank charges) are the responsibility of the Patron.
- 7.2 Tickets will be charged at the prices that are in force at the time of purchasing a Ticket. The LOC may, at its sole discretion, amend Ticket prices, pricing structures, and associated fees at any time, including during different sales phases or promotional periods.
- 7.3 The sole authorised method of payment for Tickets is via approved payment methods made available by the LOC or Authorised Sellers, unless otherwise agreed by the LOC or Authorised Sellers.
- 7.4 Payment must be made in full at the time of purchase unless otherwise specified. An order will not be confirmed until payment has been successfully processed.
- 7.5 From time to time, designated sales phases may include market-priced Tickets, meaning Ticket prices may increase and / or decrease based on demand before or after Tickets go on sale (**Demand-led Pricing**). The LOC may also change, increase, or decrease Ticket prices at any time in its sole discretion, including as part of marketing promotions or specific sales phases.
- 7.6 A Ticket Purchaser is not entitled to any refund, credit, compensation, or price adjustment if:
- the price of a Ticket was lower at any time before the Ticket Purchaser purchased the Ticket than the price ultimately paid by the Ticket Purchaser; or
 - the price of the Ticket Purchaser's Ticket, or any other Ticket to the same or a similar Session (whether in the same location, price category, or otherwise), is reduced after the Ticket Purchaser purchases the Ticket.
- 7.7 All Ticket and item prices displayed for the Event are subject to change without notice and are not confirmed until a Ticket purchase has been completed and confirmed.
- 7.8 If payment is not successfully processed for any reason (including bank refusal, insufficient funds, technical error or system failure), the order will be automatically cancelled, and the Ticket(s) may be reallocated. The Patron will have no entitlement to the Tickets in such circumstances.
- 7.9 In the event of a pricing or system error (including incorrect Ticket prices or eligibility errors), the LOC reserves the right to cancel the affected Ticket(s) and issue a refund of the face value paid. Subject to applicable law, no further compensation will be payable.

8. TICKET DELIVERY

- 8.1 Tickets will be delivered or made available to Patrons via the method(s) determined by the LOC from time to time. The LOC reserves the right to vary or change the delivery method at its discretion.
- 8.2 Patrons are responsible for ensuring they are able to access and use the delivery method(s) specified by the LOC, including maintaining any required technology, systems, or accounts.

9. PROHIBITION ON TICKET RESALE OR TRANSFER

- 9.1 Tickets are issued for the personal use of the Patron and must not be sold, resold, transferred, offered for sale or transfer, advertised for resale, or otherwise disposed of except as expressly permitted by these Conditions, applicable law, or through an official ticket resale platform authorised by the LOC.
- 9.2 Any resale or transfer of a Ticket must:
- a. occur through an authorised ticket resale platform where available;
 - b. comply with all applicable laws (including but not limited to the Australian Consumer Law); and
 - c. not exceed any maximum resale price permitted by law, including any applicable ticket scalping restrictions.
- 9.3 Tickets must not, without the prior written consent of the LOC:
- d. be offered, sold, transferred, or used for any commercial, promotional, advertising, fundraising, competition, hospitality, travel package, or other business purpose; or
 - e. be bundled with, or used to promote, any goods or services.
- 9.4 The LOC may, acting reasonably, cancel, invalidate, or refuse entry in respect of any Ticket that has been sold, resold, transferred, advertised, or otherwise dealt with in breach of these Conditions or applicable law. In such circumstances, the Patron may be refused entry to, removed from, or ejected from the Venue without refund, compensation, or liability to the LOC.
- 9.5 The unauthorised sale, resale, advertisement, or transfer of Tickets may constitute an offence under applicable ticket scalping, fair trading, or major event legislation. The LOC reserves the right to report suspected breaches to relevant authorities.

10. TEAM AND BUNDLE PACKS

- 10.1 Team and Bundle Packs may be offered by the LOC from time to time. For the purpose of these Conditions, Team and Bundle Packs means any packaged offering of Tickets comprising multiple Matches, Sessions, and / or Activities, which may be associated with particular Teams, stages of the Event (including Finals Sessions), or other groupings determined by the LOC.
- 10.2 Patrons acknowledge and accept that, at the time of purchase, details of the Event may not be finalised, including (without limitation) schedules, participating Teams, Session allocations, seating locations, and other Event details.
- 10.3 The LOC reserves the right to determine, vary, and allocate seating and other Ticket details at a later date, including once tournament scheduling and operational requirements have been finalised.

11. CHANGES TO THE EVENT

- 11.1 The Organisers make no representation or warranty of any kind in relation to the quality, content, or duration of any Session or Activity, and the identity of Participants in a Session or Activity is not guaranteed.
- 11.2 The Organisers reserve the right to:
- a. change the time, date, place, Session, Activity, Participants, and / or program of a Session and / or Activity; and / or
 - b. substitute the seat and / or area indicated on a Ticket with another position of comparable value,

where reasonably required for operational, safety, security, broadcast, scheduling or other legitimate Event purposes, due to circumstances beyond the reasonable control of the Organisers, or due to Force Majeure.

- 11.3 Patrons are not guaranteed an uninterrupted and / or uninhibited view of a Session or Activity from the provided position.
- 11.4 Subject to applicable law (including the Australian Consumer Law), the Organisers will not be liable for any loss or damage (including indirect or consequential loss) arising from any change to a Session or Activity, except as expressly provided in these Conditions.

12. CANCELLATION, REFUNDS, AND EXCHANGES

GENERAL

- 12.1 Subject to applicable law (including the Australian Consumer Law), Tickets are non-refundable except as expressly provided in these Conditions.
- 12.2 Any entitlement to a refund or exchange under these Conditions:
- will be limited to the face value of the Ticket; and
 - will exclude, to the maximum extent permitted by law, any booking fees, transaction fees, delivery costs, and any indirect or consequential costs incurred by the Patron (including travel or accommodation expenses).
- 12.3 Where a decision has been made to:
- Delay, Abandon, Postpone, or Cancel; or
 - delay, abandon, postpone, or cancel the Event,
- the LOC will, as soon as reasonably practicable, make available all related information at that time by uploading to the LOC's website and will use reasonable endeavours to bring available information to the attention of the Ticket Purchaser by any available means including in relation to the process and deadline for obtaining a refund (if applicable).
- 12.4 Please note that it is also the responsibility of each Patron to monitor and keep up to date as to whether a Session, Activity, or the Event has been delayed, abandoned, postponed, or cancelled, whatever its time, date, or place.
- 12.5 Any enquiries regarding refunds or exchanges must be directed to the relevant Authorised Seller or notified customer service contact.
- 12.6 The exercise of rights under this clause 12 does not limit any other rights or remedies of the Organisers under these Conditions or at law.

EVENT CHANGES

- 12.7 Subject to applicable law (including the Australian Consumer Law), a Patron is not entitled to a refund, credit, or compensation where:
- the time, date, place, seating, Participants, or program of a Session or Activity is changed in any way;
 - a Session or Activity is Delayed, Abandoned, or Postponed, for any reason; or
 - any advertised Participant, Team, or component of a Session or Activity is changed or unavailable.
- 12.8 If a Patron's seat is relocated under clause 11.2(b), and the Organisers determine the change is material and the Patron does not accept the replacement seat, the Organisers may offer an exchange, refund, or other remedy.

DELAY OR ABANDONMENT

- 12.9 Subject to applicable law (including the Australian Consumer Law), no refund, credit, or compensation will be payable where:

- a. a Session or Activity is Delayed; or
- b. a Session or Activity is Abandoned, provided at least 50% of that Session or Activity has been completed.

12.10 In such circumstances, the Patron will not be entitled to any refund of the Ticket price (in whole or in part) or to any compensation for any loss, cost, or expense (including indirect or consequential loss) arising in connection with the delay, deferral, or interruption.

12.11 Where a Session or Activity is Abandoned and less than 50% of that Session has been completed, the LOC may, subject to applicable law and acting reasonably, determine whether to offer affected Patrons a refund, credit, or other remedy, and on what terms.

12.12 Subject to applicable law, the LOC (and the Organisers, as relevant) may determine, acting reasonably and in good faith, whether 50% of that Session or Activity has been completed.

POSTPONEMENT

12.13 Where a Session is Postponed:

- a. if the Session is rescheduled to a different time on the same date, the Ticket will, unless otherwise notified, remain valid or a replacement Ticket of equivalent value may be issued for the rescheduled Session;
- b. if the Session is rescheduled to a different date, the Ticket will, unless otherwise notified, remain valid or a replacement Ticket of equivalent value may be issued for the rescheduled Session; and
- c. in all cases, where a Patron is unable to attend the rescheduled Session, the LOC may (acting reasonably) offer an exchange, refund, or other remedy, subject to any notified process and timeframes.

12.14 Where an Activity is Postponed, the LOC may (acting reasonably) determine that the Ticket remains valid, or otherwise offer an exchange, refund, or other remedy, subject to any notified process and timeframes.

12.15 For the avoidance of doubt, a Session or Activity that commences before 12:00am (midnight) and concludes after 12:00am (midnight) will not, for that reason alone, be considered Postponed, and the original Ticket will remain valid without entitlement to an exchange, refund, or other remedy.

12.16 If a Session or Activity is Postponed to be played behind closed doors or at reduced capacity due to safety, security, public health requirements, legitimate operational requirements or restraints, or directions of any competent authority:

- a. affected Tickets may be cancelled by the LOC and refunded to the original Ticket Purchaser; and
- b. where capacity is limited, the LOC may, acting reasonably, offer affected Patrons the opportunity to purchase alternative Tickets, subject to availability.

CANCELLATION OF TICKETS

12.17 Without limiting clause 3, the LOC may cancel, suspend, or render invalid any Ticket, or refuse entry to or remove a Patron from the Venue, in accordance with these Conditions.

12.18 Where a Ticket is cancelled or a Patron is refused entry to or removed from the Venue due to a breach (or suspected breach) of these Conditions or the Event Rules, no refund, credit, or compensation will be payable, subject to applicable law (including the Australian Consumer Law).

CANCELLATION OF SESSION, ACTIVITY, OR THE EVENT

12.19 For the purpose of this clause:

- a. the Event may be cancelled in whole or in part, whether before or after any Session or Activity has commenced, where remaining Sessions or Activities do not proceed; and
- b. “cancel” in relation to a Session or Activity has the meaning given in clause 1.

12.20 Subject to applicable law, the LOC (and the Organisers, as relevant) may determine, acting reasonably and in good faith, whether a Session, Activity, or the Event is cancelled, including where this is necessary for safety, operational, or regulatory reasons.

12.21 If a Session or Activity is Cancelled, affected Tickets may be cancelled and refunded to the original Ticket Purchaser via the Authorised Seller from which the Ticket was purchased, in accordance with any notified process and timeframes.

12.22 In the case of cancellation of the Event as a whole, the LOC will use reasonable endeavours to process or assist in processing refunds to Ticket Purchasers as soon as reasonably practicable following the public announcement of the cancellation. For the avoidance of doubt, no refund will be payable in respect of any Session or Activity that has already occurred (in whole or in part).

12.23 Any enquiries or requests in relation to refunds or exchanges must be directed to the relevant Authorised Seller or customer service contact notified by the Organisers.

TICKETED PACKAGES

12.24 For issues or disputes relating to any Tickets that have been purchased or received by a Patron in connection with any other products, services, or packages (e.g. hospitality, experiential, or travel packages), the LOC shall not be responsible or liable for any such disputes, products, and / or packages and the Patron shall be required to contact the company or party from whom they originally purchased or received the Tickets, products, and / or packages.

13. PROHIBITED CONDUCT AND ITEMS

13.1 Patrons must not (subject to applicable law):

- a. enter any area, including the playing area, without authorisation;
- b. use foul, indecent, obscene, threatening, insulting, or abusive words or language, or make racial or threatening remarks or gestures, or behave in a manner which is abusive, riotous, indecent, or insulting;
- c. engage in conduct that might corrupt a betting outcome of a betting event or contingency;
- d. misuse, deface, damage, or tamper with any building or thing;
- e. litter;
- f. throw or kick any stone, bottle, projectile, or other thing;
- g. interfere with, obstruct, or hinder any of the Organiser’s representatives in the exercise of their powers, functions, and duties;
- h. become intoxicated or use illicit substances;
- i. supply alcohol to minors;
- j. smoke or vape, except in a designated smoking area;
- k. bring into, possess, display, or distribute any unauthorised promotional, commercial, political, religious, or offensive items of whatever nature, including clothing, flags, banners, signs, symbols, leaflets, stickers, or flyers;

- l. bring into, possess, or use camera tripods, monopods, telephoto camera lenses with a focal length capacity greater than 200mm, video cameras or handy-cams, audio recorders, or any other devices used for recording or transmitting scoring data or other statistical information for commercial purposes (including sports betting);
- m. bring into the Venue any items prohibited under the Venue's conditions of entry, as updated from time to time; or
- n. fail to comply with the Event Rules or any lawful request of the Organisers or emergency services.

13.2 Patrons will not, without the prior written consent of an Organiser:

- a. post, stick, or place any flag, poster, placard, bill, banner, print, paper, or any advertising material on any building, structure, pole, cordon, or barrier;
- b. distribute any printed or visual material;
- c. promote any advertising or promotional material, including samples of goods or services;
- d. distribute, hawk, sell, offer, or expose for sale any goods or services, or collect money or orders from Patrons for goods or services;
- e. sell, offer, or make available for sale, or give away any Ticket;
- f. conduct public surveys or opinion polls, solicit money, donations, or subscriptions from members of the public;
- g. block any thoroughfare;
- h. disrupt, interrupt, or behave in any manner that may disrupt or interrupt any official, employee, or contractor of the Organisers, any Match, Session, or Activity associated with the Event;
- i. engage in ambush marketing or any conduct intended to create an unauthorised commercial association with the Event, including for advertising or promotional purposes;
- j. act in such a way as to hinder, obstruct, or interfere with any Participant or official, employee, or contractor of any Organiser, or to adversely affect the safety of the public; or
- k. deliberately obstruct the view of any Patron seated in a seat in the immediate vicinity, or cause unreasonable inconvenience to any Patron, official, or employee, or contractor of an Organiser, or interfere with the comfort of any Patron and their enjoyment of the Event.

13.3 Items prohibited under this clause or under the Venue's conditions of entry may be confiscated or denied entry. Any consent to any item brought into an Event given by an Organiser may be revoked by any of the Organisers at any time. If such consent is withdrawn, the Patron must immediately relinquish the prohibited item to the Organisers or leave the Event immediately.

14. RECORDINGS, IMAGES, AND BROADCASTS

14.1 Patrons must not:

- a. make any video or audio recording or take any photograph (**Recording**) at the Event for any purpose or use other than private, non-commercial, and non-promotional purposes or uses;
- b. make any Recording of any person without that person's permission;
- c. sell, license, publish, disseminate, or reproduce (or permit such), in whole or in part, any Recording taken or made at the Event, without the prior written consent of the LOC; or
- d. broadcast or narrowcast by any means whatsoever any images, sounds, data, results, or commentary of or concerning any match or other activities at the Event without the prior written consent of the LOC.

14.2 If, notwithstanding clause 14.1, a Patron uploads, publishes, or disseminates any Recording taken or made at the Event to any digital media platform, the Patron agrees to:

- a. waive their personality and privacy rights in respect of the Recording;
- b. assign all copyright and other intellectual property rights in the Recording to the LOC;
- c. not sell, license, or publish any Recording without the LOC's prior written consent; and
- d. use by the Organisers and their commercial partners of the Recording for any purpose in any media, without compensation on a perpetual, irrevocable and worldwide basis.

14.3 Patrons acknowledge that Organisers may make, store, use and reproduce any Recording of any Patron or their likeness in relation to the Event. Patrons grant the Organisers and third parties authorised by the Organisers a perpetual, irrevocable, royalty free licence to use Recordings of the Patron and their likeness, in any media worldwide and for any purpose, without identification or compensation of any kind.

15. SPORTS BETTING

15.1 In order to circumvent the risk of fraud in sports and unless otherwise officially and expressly authorised by the Organisers, it is forbidden to bet in any way whatsoever (electronically or otherwise) around or within the precincts of the Venue, on any elements, results, or events linked to a Match or the Event, or to use any means of communication (electronic or otherwise) to gather sports-related data intended for betting purposes. In the event of a violation of this prohibition, all requisite measures will be taken, including expulsion of the person(s) involved from the Venue.

16. RISKS AND INDEMNITY

16.1 Patrons accept all the inherent and obvious risks associated with Event attendance, and voluntarily assume all risks involved in attending the Venue and the Event, whether or not described in these Conditions. Patrons agree that the risks of attendance include, but are not limited to:

- a. collision with a ball, person, or other fixed or moving objects;
- b. falling on the stairs, escalators, chairs, or floors of the Venue because they are wet or damaged or have rubbish lying on them;
- c. the failure or unsuitability of facilities at the Venue (including grandstands, fences, and guardrails);
- d. acts of violence and other harmful acts (whether intentional or inadvertent) committed by Patrons attending the Event;
- e. contracting a communicable disease or illness (including COVID-19); and
- f. being exposed to bright or flashing lights, fireworks, and loud noises.

16.2 Patrons acknowledge that by attending the Event, they may be at risk of suffering, among other things:

- a. broken bones or joint or limb injuries;
- b. blackouts or fainting;
- c. bruises or abrasions; and
- d. damage to clothing or personal property.

16.3 Patrons acknowledge that attending the Event may cause them personal injury, death, or property loss or damage, as a result of which they may suffer loss of income, financial loss, or other loss. Patrons agree that they are solely responsible for any of these losses without being able to seek any recovery from the Organisers or any of their representatives. Patrons release and indemnify the Organisers for any loss of income, financial loss, or other loss that Patrons may suffer or incur.

- 16.4 Patrons take responsibility for any damage they cause to any other person or property, and Patrons indemnify the Organisers in respect of any liability or claim relating to the Patron's conduct or attendance at the Event.
- 16.5 The Organisers acknowledge that each indemnity and exclusion of liability in these Conditions is subject to and operates only to the extent permitted by applicable laws. Each indemnity and exclusion is amended to the extent that any right under the Australian Consumer Law, or the applicable equivalent laws of each State or Territory, cannot be excluded.
- 16.6 Subject to applicable law (including the Australian Consumer Law), and to the maximum extent permitted by law, the Organisers are not liable to any Patron for any:
- e. breach of contract or statutory duty;
 - f. death, injury, or other trauma; or
 - g. damage to, destruction of, or theft of property.
- 16.7 Subject to applicable law, Patrons agree to waive any rights to make claims against the Organisers to the extent permitted by these Conditions.
- 16.8 Each exclusion of liability in these Conditions is for the benefit of each of the Organisers. Each Organiser may enforce these exclusions of liability against any Patron.

17. PRIVACY AND DATA PROTECTION

- 17.1 The LOC undertakes to collect, process, and to store any personal data that is entrusted to it (including information relating to accessibility requirements where voluntarily provided) in accordance with the data privacy principles under the *Privacy Act 1988* (Cth), the Privacy Policy, and any other relevant law as applicable for the purposes of the administration, operation, and the management of the provision and issuance of Tickets for the Event and attendance by Patrons at relevant Matches or Sessions.
- 17.2 Patrons acknowledge that personal information may be collected, used, stored, and disclosed to the Organisers, Venue operators, Authorised Sellers, service providers, law enforcement agencies, and other third parties as reasonably necessary to administer Ticket sales, Event operations, access control, security, safety, customer service, and compliance with these Conditions.
- 17.3 Patrons acknowledge that they may be photographed, filmed, or recorded while attending the Event and that such images, recordings, and footage may be used by the Organisers, broadcasters, media organisations, commercial partners, and law enforcement agencies without compensation, to the extent permitted by law.
- 17.4 CCTV and other security monitoring systems may operate in and around the Venue. By entering the Venue, Patrons consent to such recording and acknowledge that footage may be used for security, safety, law enforcement, and compliance purposes.
- 17.5 Information about how personal information is collected, used, disclosed, and managed, including how privacy rights may be exercised, is set out in the Privacy Policy (and to the extent applicable the privacy policies of the other Organisers).

18. GENERAL

- 18.1 The LOC may amend or update these Conditions from time to time acting reasonably. An up-to-date version of these Conditions will be available on the LOC website and may also be provided by the LOC upon written request. Where a change materially affects a Patron's rights, reasonable notice will be provided via the LOC website and / or ticketing platform.
- 18.2 Patrons agree that if any provision of these Conditions is held to be invalid, illegal, or unenforceable, that provision will be severed to the extent necessary, and the remaining provisions will continue in full force and effect.

- 18.3 The LOC may assign, novate, or transfer its rights and obligations under these Conditions to any related body corporate or to any entity involved in the operation of the Event, without the consent of any Patron. Patrons must not assign, transfer, or otherwise deal with their rights under these Conditions except as expressly permitted under these Conditions.
- 18.4 No failure or delay by the LOC in exercising any right, power, or remedy under these Conditions or at law constitutes a waiver of that right, power, or remedy. Any waiver must be in writing and does not operate as a waiver of any subsequent breach or default.
- 18.5 These Conditions will be governed by and interpreted in accordance with the laws of New South Wales, Australia. Any dispute arising out of or in connection with these Conditions will be subject to the non-exclusive jurisdiction of the courts of New South Wales.
- 18.6 Any enquiries in relation to these Conditions should email ticketing@nwc2027.com.

Last updated as of 19 June 2026