Ticket Conditions of Sale and Entry
Australian Open 2027 (Opening Week/Qualifying, Kids Tennis Day and Main Draw)
Melbourne Park & Birrarung Marr

These conditions govern access to the Australian Open 2027 (including Kids Tennis Day, Opening Week/Qualifying, Main Draw and any other events held at Melbourne Park or Birrarung Marr (**Precinct**) between **10 to 31 January 2027**) (**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 Parks Trust's (**MOPT**) Conditions of Entry to Melbourne Park. Please note that Ticketmaster's standard Terms and Conditions and, depending on your circumstances, the Premium Experience Conditions and/or the AO Accreditation Conditions may also govern your entry to the AO.

1. **Consumer Protections**. Nothing within these conditions shall 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).

2. **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 session 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 or performances 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 other than an arena (if any) specified on your ticket.

   Please note some seats have restricted views due to safety equipment, for example, handrails, and these seats will be marked as "Restricted View" on Ticketmaster. On court furniture and equipment, such as the umpire's chair, are not considered restricted view as they are standard fixtures on court. Please take note of the position of these fixtures on Ticketmaster when selecting and purchasing your seat. Please note also that cable-suspended cameras are not considered restricted view.

3. **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. Access to Rod Laver Arena and Margaret Court Arena for night sessions may also be delayed if the day session play runs late.

4. **Access.** Many tickets will only grant access to the AO for a limited period, for example a Night Session. Other tickets will only grant access to a restricted area at the AO for a limited period, for example a Rod Laver Arena ticket. Please check your ticket for details.

5. **Protection against ticket scalping.** To protect consumers, ticket scalping is prohibited. The licence granted to you via the ticket is personal to you and may be terminated by TA if you or any subsequent bearer of the ticket has done any of the following in a manner which is inconsistent with ticket scalping laws without the prior

written consent of TA:

a) resell, advertise or offer the ticket for resale by any means other than by using Ticketmaster's Resale function; or

b) 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, if you have behaved in a manner which is inconsistent with ticket scalping laws, TA may, acting reasonably, terminate any other tickets held by you.

6. **Concession tickets.** All persons aged 18 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. Concession tickets are not available for certain ticket types including lower bowl seats in Rod Laver Arena for all main draw sessions. The following are accepted forms of concession card identifications:

   a) Student Cards: full-time secondary students, full-time tertiary students and international student cards;

   b) Pensioner Concession Card;

   c) Eligible Department of Veterans' Affairs and TPI Card; and

   d) Health Care Cards.

7. **Youth Tickets.** Teens aged 12-17 (which includes 17-year-olds who have not yet reached their 18th birthday) as at the date a ticket is presented for entry at the AO may enter on a Youth Ticket. Youth Tickets are not available for certain ticket types including lower bowl seats in Rod Laver Arena for all main draw sessions. In relation to teens who enter the AO on a Youth Ticket, the following conditions apply:

   a) the teen must be within the age range specified in relation to the ticket;

   b) TA or MOPT may require evidence of the teen's age or make a reasonable assessment of the teen's age in which case that assessment will be final and determinative; and

   c) the teen's relevant age shall be as at the date of attending the AO (not the date of ticket purchase).

8. **Kids Tickets.** Children aged 3-11 (which includes 11-year-olds who have not yet reached their 12th birthday) as at the date a ticket is presented for entry at the AO may enter on a Kids Ticket. Children aged 2 and under (which includes 2-year-olds who have not yet reached their 3rd birthday) 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. Kids Tickets are not available for certain ticket types including lower bowl seats in Rod Laver Arena for all main draw sessions. 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 MOPT 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 of attending the AO (not the date of ticket 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 O and AO LIVE (general admission), for safety purposes or in relation to responsible service of alcohol practices. For further information, please contact **TA Customer Service** by email at customersupport@tennis.com.au or call 1800 752 983.

9. **Ticket limits.** To protect against the misuse of AO tickets and maximise access to tickets, TA has imposed the following ticket limits per customer per session:

		DATES	LIMIT	COMMENT
SINGLE	Rod Laver Arena	Throughout the AO	**50 (Limit of 6 for Men's Final, Women's Final and Men's Semi-Finals)**	Per Session
	Margaret Court Arena	Throughout the AO	**50**	Per Session
	John Cain Arena	17 to 25 January 2027	**50**	Per Session
	Ground Pass	Throughout the AO	**50**	Per Session
	AO LIVE	Throughout the AO	**10**	Per Session

TA may in its discretion waive such limits in particular circumstances where it deems it appropriate to do so. For further information, please contact **TA Customer Service** by email at customersupport@tennis.com.au or call 1800 752 983.

10. **Cancellation and confiscation.** If you have behaved in breach of these conditions (or where TA has been so directed by MOPT or 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.

11. **Refunds, credits or replacements.**

a) **Women's Singles Semi-Final session, Men's Singles Semi-Final session, Women's Singles Final session and Men's Singles Final session:** If you have purchased tickets for the Women's Singles Semi-Final session, Men's Singles Semi-Final session, Women's Singles Final session or Men's Singles Final session, you will be entitled to a refund or credit equal to the value of your arena ticket (at the time of purchase) where the total match time for the Women's Singles Semi-Final session, Men's Singles Semi-Final session, Women's Singles Final session or Men's Singles Final session (as designated on your ticket) is less than one full set.

b) **Other arena sessions:** If you have purchased tickets for any other session on Rod Laver Arena, Margaret Court Arena or John Cain Arena not listed in 11a) above, you will be entitled to a refund or credit equal to the value of your arena ticket (at the time of purchase) or a replacement ticket to an equivalent session where on-court tennis for your specific session of the AO (as designated on your ticket) does not commence at all.

c) **Ground passes:** There will be no refunds or credits for ground passes unless the day as designated on your ticket is cancelled (e.g. there will be no refunds if play on non-arena courts does not commence due to inclement weather).

d) **AO LIVE at John Cain Arena or TOPCOURT:** If you have purchased tickets for AO LIVE at John Cain Arena or TOPCOURT and the headline artist does not perform, you will be entitled to a refund or credit equal to the value of the AO LIVE component of your ticket (at the time of purchase) or a replacement ticket to another AO LIVE session subject to availability.

e) There may be exceptions to 11a) to d) if the session or activity is cancelled because of significant circumstances beyond the reasonable control of TA, including but not limited to government or emergency service directions, or extreme weather, preventing the specific session from going ahead.

f) Other than as expressly set out in 11a) to d), you will not be entitled to any other refunds, credits,

exchanges or other compensation.

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

- the tickets are complimentary tickets;
- the schedule for your specific session changes (except for the Women's Singles Semi-Final session, Men's Singles Semi-Final session, Women's Singles Final session or Men's Singles Final session), but a match is still played (in whole or part) as you have purchased tickets to attend a specified session, not the right to see particular players;
- the schedule for your ticketed non-tennis activity changes (including changes to performers or performance times other than described in 11d)), but the activity still goes ahead (in whole or in part);
- the general admission non-tennis related entertainment at the AO changes (such as changes of schedule, performers (other than described in 11d)) or cancellation of the general admission non-tennis related entertainment);
- you are unable to enter a general admission facility, attraction, activity or area because it has reached capacity (e.g. outside courts, licensed areas);
- operational requirements prevent you from being able to access a particular general admission area of the Precinct but you still have access to other general admission areas; or
- you decide not to attend the AO or any part of the AO (e.g. a particular session or activity), because you have changed your mind or are unable to attend due to other personal reasons.

12. **Tickets.** TA or MOPT 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.

13. **Safety, comfort and conduct.** To maintain order and safety, and to encourage all patrons' enjoyment of the AO, TA and MOPT advise the following:

a) MOPT 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 11 years old and younger must be accompanied and supervised by a parent or guardian (18 years of age or over) 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 walkways 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, MOPT, 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.

i) **WARNING**: parts of the AO may contain sound or light stimuli, such as loud music, flashing lights and pyrotechnics, which may affect persons with sound or light sensitivities or trigger photosensitive epileptic seizures.

14. **Inappropriate behaviour will not be tolerated.** Please note, for the safety and comfort of other patrons, staff and participants or for the integrity of the AO and tennis in general, MOPT and TA reserve the right to refuse you entry to, or remove and/or exclude you from, the AO (and cancel or confiscate your ticket or exclude you from future TA events) or take other action MOPT or TA considers appropriate. For example, if:

a) you breach these conditions or the MOPT Conditions of Entry;

b) your conduct amounts to an offence under the *Major Events Act 2009* (Vic);

c) you are intoxicated;

d) you have been previously refused entry to, removed or excluded from the AO;

e) MOPT or TA receives a direction to do so from law enforcement agencies; or

f) MOPT and TA, acting reasonably, believe it is in the best interests of the safety, security or integrity of the AO to do so.

15. **Your property, your responsibility.** 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. Please note, TA and MOPT 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, except where such loss or damage is due to TA or MOPT's failure to provide services with due care or skill.

16. **Safety is a shared responsibility.** You must take care to protect your safety and the safety of others. TA and MOPT will not be liable for any loss or damage (including any direct, indirect or consequential loss or damage) for any death or personal injury, except where such loss or damage is due to TA or MOPT's failure to provide services with due care or skill.

17. **Privacy.** By purchasing a ticket to the AO and/or entering the Precinct for the AO:

a) **you consent to the collection, storage, use and disclosure of your personal information** by TA in accordance with TA's Privacy Statement and Privacy Policy;

b) you consent to being photographed, filmed and recorded while attending the AO, and **you consent to use of any film, image or recording of you at the AO or in or around the AO** at the discretion of MOPT, TA, its commercial partners, broadcasters, media and news agencies, and law enforcement agencies **without compensation or further notice**;

c) in particular, you acknowledge that **electronic surveillance software and equipment (including via closed circuit television and security cameras that incorporate facial recognition technology)** are used in and around the AO by MOPT **to enhance security and patron safety** as follows;

- without limitation, **to assist in identifying and denying entry to, or ejecting, persons who have been removed or denied entry to the AO under these conditions** (including persons who MOPT and TA reasonably believe it is in the best interests of the safety, security or

integrity of the AO to do so) and for other law enforcement purposes;

- if you are banned from entering the AO, your image will be captured by MOPT or an Authorised Officer (as defined under the *Major Events Act 2009* (Vic)) and stored by MOPT and TA. As with most facial recognition systems, the technology generates biometric data for all persons entering the AO, to compare against images captured of banned persons to help ensure those persons do not enter the AO. If there is a match to an image of a banned person, an alert is flagged and the footage captured is reviewed, but all biometric data is automatically deleted;
- You consent to your personal information (including potentially sensitive information such as your biometric information) being collected, and being uploaded to, processed by and stored in MOPT's security monitoring and surveillance systems for these purposes. This personal information may be shared between TA, MOPT, Authorised Officers and law enforcement bodies and agencies for the same purposes; and
- CCTV, security cameras and facial recognition technology at the AO cannot be turned off on an individual basis, so if you do not want your image to potentially be subject to facial recognition technology, you should not enter the AO; and

d) TA may enable express entry, including via a third party provider, to allow patrons to choose to enter the AO using facial recognition instead of a digital ticket. If you choose to enroll for express entry, additional terms will apply as notified to you before you enroll.

If you purchase a ticket or obtain authority for your child or ward to enter the Precinct for the AO, you also provide the consents specified under these conditions in respect of your child or ward.

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).

Any personal information collected by MOPT and/or Ticketmaster, or shared by TA to MOPT and/or Ticketmaster, will be handled in accordance with MOPT's Privacy Policy and/or Ticketmaster's Privacy Policy (as applicable). MOPT uses third parties to provide facial recognition technology.

You further agree that, in accordance with applicable privacy legislation, 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.

If you do not agree to the consents specified in these Conditions, do not complete your ticket purchase or enter the Precinct for the AO.

18. **Medical assistance and information.** If you require medical treatment while attending the AO, 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 MOPT, TA, insurers and other relevant third parties. Personal information collected in these circumstances will only be used in connection with your treatment and any follow up contact and will not be used by TA for marketing purposes.

19. **Prohibited items**. For the comfort and safety of patrons, players and performers, the following items are NOT

permitted in the AO without the express authorisation of TA and if found in possession of any of these items, you may be refused entry, removed and/or excluded from the AO and/or future TA events:

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 suitcases 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 95mm; any other devices used for recording or transmitting match footage, 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), unsealed cans, ceramic and breakable containers;

g) flags of non-competing nations;

h) flags, banners, signs larger than 180cm by 90cm in size or with handles longer than 50cm;

i) 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);

j) chairs and stools;

k) musical instruments, whistles, loud hailers, amplification equipment;

l) unmanned aerial vehicles (drones), flares, fireworks, firecrackers, smoke bombs and laser pointers,

m) bicycles, skateboards, rollerblades, rollerskates, scooters (however, scooters may be used as a disability aid in accordance with the *Disability Discrimination Act 1992* (Cth) and TA or MOPT, acting reasonably, may request evidence that a scooter is a disability aid);

n) unauthorised promotional, commercial, political, religious or offensive items of whatever nature including clothing, flags, banners, signs, symbols, leaflets, stickers or flyers; and

o) 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, subject to security checks on arrival at the AO and may be subject to special conditions if appropriate for safety reasons:

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.

20. **Prohibited conduct.** For the comfort and safety of patrons, players and performers, the following conduct is NOT permitted at the AO without the express authorisation of TA and in doing so, you may be refused entry, removed and/or excluded from the AO and/or future TA events:

a) conduct towards any player, performer, 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 the Precinct or any other person's property;

d) unreasonable disruption or interference or obstruction to patrons or TA or MOPT 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, or other commercial or political disruption or activity;

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 unless TA has authorised that ball game;

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 and/or vaping in non-smoking areas (inside, within spectator areas, within ten metres of any arena entrances and otherwise where signed); and

l) conduct which amounts to an offence under *Major Events Act 2009* (Vic).

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 personal purposes. You must not sell, license or otherwise commercially exploit photographs. Flash photography is not permitted in the court areas.

b) Video footage or sound recordings: Taking, distributing and/or publishing video footage or sound recordings of any match play or other entertainment via any means is only permitted for personal purposes and must be no longer than one minute (including sharing to social media). If you breach this condition, TA may direct you to delete the video footage or sound recording, and if you do not comply, you may be removed from the AO (and your tickets cancelled or confiscated).

22. **No promotion.** To protect TA's legitimate commercial interests and the interests of TA's partners who provide significant support to the AO, you must not, without the express authorisation of TA, use your entry to the AO to:

a) promote any brand, good or service that does not have an official partnership with the AO (including via your personal or business social media account); or

b) otherwise engage in activity which would suggest to a reasonable person an association with the AO or

endorsement by the AO of a brand, good or service that does not have an official partnership with the AO.

23. **Licence to content.** If you take any kind of photo, sound recording, visual footage or audio-visual footage at or in relation to the AO (**Content**) and make it publicly available, including posting it on social media, you grant a non-exclusive licence to TA to use the Content for any purpose in any media worldwide without compensation to you.

24. **No 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.

25. **Liability.** To the extent permitted by law, TA and MOPT will not be liable to you for any indirect or consequential loss or damage.

26. **Interpretation.** These conditions do not exclude, restrict or modify the application of any provision of the Australian Consumer Law (**ACL**), where to do so would either contravene the ACL or cause any part of these conditions to be invalid. 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.

27. **Changes.** TA may alter these conditions if such changes are reasonably necessary to address safety issues, legal requirements or operational changes to the AO by giving you notice (by email or by posting updated terms on the official AO website). The purpose of this right is to protect TA's legitimate interests in running a safe and successful event in responding to changing situations. If a change to these conditions materially impacts you, you may request a refund.

If you have any queries, contact **TA Customer Service** by email at customersupport@tennis.com.au or call 1800 752 983.