Ticket Conditions of Sale and Entry United Cup 2027

Sydney Olympic Park and RAC Arena (each, a Venue)

These conditions govern access to the United Cup 2027 (**Event**) and the supply of all tickets (including complimentary tickets) to the Event on behalf of Tennis Australia Ltd (**TA**). These conditions work in conjunction with Sydney Olympic Park Authority's (**SOPA**) and/or ASM Global (Perth Arena) Pty Ltd's (**ASM Global**) Conditions of Entry (if any).

Please note that Ticketmaster's or Ticketek's (as applicable) standard Terms and Conditions and depending on your circumstances, the Event Premium Experience Conditions, and/or the Event Accreditation Conditions may also govern your entry to the Event.

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 Event 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 Event 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 Event may also be subject to capacity restrictions (e.g. licensed areas). TA makes no representations or warranties that:

   a) your ticket will enable you to watch any particular tennis players or matches during a specific session;

   b) tennis matches will start at a particular time or continue for any set length of time;

   c) any particular players, musician, group or other personality will perform during a specific session; or

   d) you will be able to access any particular facility, attraction, activity or area during a specific session 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 and Ticketek (as applicable). 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 or Ticketek (as applicable) when selecting and purchasing your seat. Please note also that cable-suspended cameras are not considered restricted view.

3. **Tennis scheduling.** The Event 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 Event, 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 the Venue auditoriums for twilight or night sessions may also be delayed if the day session play runs late.

4. **Access.** Many tickets will only grant access to the Event for a limited period, for example a Night Session. Other tickets will only grant access to a restricted area at the Event for a limited period, for example an 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 Ticketek's Marketplace function, as applicable; 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 Event may only attend the Event on an adult ticket, unless they hold a valid concession card identification. Concession tickets may not be available for certain ticket types. 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. **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 Event 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 Event may enter at no charge, provided they do not occupy a reserved seat. In relation to children who enter the Event 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, SOPA or ASM Global, as applicable, 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 Event (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 Event. Parents or guardians who accompany children at the Event are responsible for the care, conduct and supervision of those children.

Children may be excluded from certain areas at the Event 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.

8. **Ticket limits.** To protect against the misuse of Event tickets and maximise access to tickets, TA may, acting reasonably, impose limits on the number of tickets that may be purchased per session or per customer.

9. **Cancellation and confiscation.** If you have behaved in breach of these conditions (or where TA has been so directed by SOPA, ASM Global or a law enforcement agency), TA may terminate the licence to enter the Event and deny the holder of the ticket access to the Event or any area within the Event, 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 Event held in your name, without refund.

10. **Refunds, credits or replacements where on-court tennis does not commence.** If you have purchased your tickets, you will be entitled to a full refund, credit or replacement ticket where on-court tennis for your specific session of the Event (as designated on your ticket) does not commence at all. There may be exceptions if the session 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 Event or specific session from going ahead.

Other than as set out in the preceding paragraph, you will not be entitled to any other refunds, credits, exchanges or other compensation.

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

a) the tickets are complimentary tickets;

b) the schedule for your specific session changes, 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;

c) the general admission non-tennis related entertainment at the Event changes (such as changes of schedule, performers or cancellation of the non-tennis related entertainment);

d) you are unable to enter a general admission facility, attraction, activity or area because it has reached capacity (e.g. outside courts, licensed areas);

e) operational requirements prevent you from being able to access a particular general admission area of the Venue but you still have access to other general admission areas; or

f) you decide not to attend the Event or any part of the Event (e.g. a particular session), because you have changed your mind or are unable to attend due to other personal reasons.

11. **Tickets.** TA, SOPA or ASM Global, as applicable, may direct you at any time while at the Event 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.

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

a) TA, SOPA or ASM Global, as applicable may inspect clothing, containers, packages and bags inside the Event or intended to be brought into the Event, 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 Event 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 Event 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 Event that you are in or seeking to enter and acceptable to TA, SOPA or ASM Global.

e) The Event 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 Event.

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, SOPA, ASM Global, the police or event security.

h) Access to areas licensed for the sale of alcohol within the Event will be managed in accordance with New South Wales or Western Australia liquor control legislation, as applicable. Some areas of the Event may only be accessible to patrons over 18 years of age, with proof of age that is valid in New South Wales or Western Australia, as applicable.

i) **WARNING:** parts of the Event 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.

13. **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 Event and tennis in general, TA, SOPA and ASM Global each reserve the right to refuse you entry to, or remove and/or exclude you from, the Event (and cancel or confiscate your ticket or exclude you from future TA events) or take other action TA, SOPA and/or ASM Global, as applicable, considers appropriate. For example, if:

    a) you breach these conditions or the SOPA or ASM Global conditions of entry;

    b) you are intoxicated;

    c) you have been previously refused entry, or removed or excluded from the Event;

    d) TA, SOPA and ASM Global receive a direction to do so from law enforcement agencies; or

    e) TA, SOPA and ASM Global, acting reasonably, believe it is in the best interests of the safety, security or integrity of the Event to do so.

14. **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, SOPA and ASM Global will not be liable for any loss or damage (including any direct, indirect or consequential loss or damage) to any property brought into the Event, except where such loss or damage is due to TA's, SOPA's or ASM Global's failure to provide services with due care or skill.

15. **Safety is a shared responsibility.** You must take care to protect your safety and the safety of others. TA, SOPA and ASM Global 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's, SOPA's or ASM Global's failure to provide services with due care or skill.

16. **Privacy.** By purchasing a ticket to the Event and/or entering the Venue for the Event:

    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 Event, and **you consent to use of any film, image or recording of you at the Event or in or around the Event** at the discretion of TA, SOPA, ASM Global, TA's 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)** are used in and around the Event by SOPA or ASM Global, as applicable, **to enhance security and patron safety**, including without limitation, **to assist in identifying and denying entry to, or ejecting, persons who have been removed or denied entry to the Event under these conditions** (including persons who SOPA, ASM Global and TA reasonably believe it is in the best interests of the safety, security or integrity of the Event to do so) and for other law enforcement purposes;

    d) you consent to your personal information being collected and being uploaded to, processed by and stored in SOPA's or ASM Global's security monitoring and surveillance systems for the purposes set out above. This personal information may be shared between SOPA or ASM Global, as applicable, and TA and law enforcement bodies and agencies for the same purposes; and

    e) if you purchase a ticket or obtain authority for your child or ward to enter the Venue for the Event, 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 SOPA, ASM Global, Ticketmaster and/or Ticketek, or shared by TA to SOPA, ASM Global, Ticketmaster and/or Ticketek, will be handled in accordance with SOPA's Privacy Statement, ASM Global's Privacy Policy, Ticketmaster's Privacy Policy or Ticketek's Privacy Policy, as applicable.

You further agree that, in accordance with applicable privacy legislation, the police or other crime prevention authority may also provide TA, SOPA and ASM Global with details of any action or criminal proceeding brought against you as a consequence of your actions at the Event for the purpose of TA, SOPA or ASM Global considering, if necessary, to implement a ban on you from attending the Event.

If you do not agree to the consents specified in these conditions, do not complete your ticket purchase or enter the Venue for the Event.

17. **Medical assistance and information.** If you require medical treatment while attending the Event, you authorise TA, its medical contractors and any other third party medical service providers at the Event 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 TA, SOPA, ASM Global, TA's 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.

18. **Prohibited items**. For the comfort and safety of patrons and players, the following items are NOT permitted in the Event 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 Event and/or future TA events:

    a) alcohol (it is an **offence** under New South Wales and Western Australian law to possess alcohol at the Event that has not been purchased at the Event);

    b) large bags, including suitcases. Any item or bag that is too large to fit under a seat must not be brought into the Event 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, 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, SOPA or ASM Global, 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 or weapon, including knives.

The following items are permitted, subject to security checks on arrival at the Event 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.

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

a) conduct towards any player, umpire, referee, other official or another patron in a manner which offends, insults, humiliates, intimidates, threatens, disparages or vilifies that other person;

b) disruption or interruption to any match or other event or activity at the Event;

c) damaging or defacing of any part of the Venue or any other person's property;

d) unreasonable disruption or interference or obstruction to patrons or TA, SOPA or ASM Global or other persons engaged in the operation of the Event;

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 Event;

h) ball games of any kind unless TA has authorised that ball game;

i) removal of footwear, shirts or public nudity / indecency; and

j) concealing identity with a scarf, balaclava, mask or other item unless for a religious, medical or other justifiable reason; and

k) smoking and/or vaping within the Venue.

20. **Use of Technology.** To support the integrity of the Event and the broadcast partners who provide significant funding to the Event:

a) Photography: Images of the Event 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 Event (and your tickets cancelled or confiscated).

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

    a) promote any brand, good or service that does not have an official partnership with the Event (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 Event or endorsement by the Event of a brand, good or service that does not have an official partnership with the Event.

22. **Licence to content.** If you take any kind of photo, sound recording, visual footage or audio-visual footage at or in relation to the Event (**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.

23. **Court-siding.** Without limiting the above, you must not continually collect or transmit from the grounds of the Event any match scores or related statistics or data for any commercial, betting or gambling purpose. The continual use of laptop computers or other handheld electronic devices within the spectator area of a tournament court is prohibited, except for properly accredited media and staff authorised by TA to do so in the performance of their duties.

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

25. **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 void. Any provision of these conditions which is invalid must be read down to the minimum extent necessary to achieve its validity or be severed from these conditions without invalidating or affecting the remaining clauses in these conditions.

26. **Changes.** TA may alter these conditions if such changes are reasonably necessary to address safety issues, legal requirements or operational changes to the Event by giving you notice (by email or by posting updated terms on the official Event 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.