

GOLD COAST CONVENTION AND EXHIBITION CENTRE

CONDITIONS OF ENTRY

The Gold Coast Convention and Exhibition Centre is committed to providing a safe and enjoyable environment for all Patrons and Team Members.

These Conditions apply to all persons entering in or remaining at the Centre.

By entering the Centre, a Patron agrees to be bound by these Conditions. The Manager reserves the right to amend these Conditions from time to time.

Definitions

Centre means the Gold Coast Convention and Exhibition Centre and all associated terraces, gardens, lawns, car parks, driveway and boardwalk areas owned by the Owner.

Conditions means these Conditions of Entry.

Event means any function, exhibition, performance, meeting or activity conducted at the Centre.

Hirer means any person or entity licensed or contracted to use the Centre.

Manager means The Star Entertainment QLD Limited, which manages the Centre on behalf of the Owner.

Owner means the State of Queensland.

Patron means any person entering or remaining at the Centre including visitors, exhibitors, delegates and patrons.

Ticket means any ticket, pass, accreditation, registration or other authority to attend an Event.

General

- Entry to the Centre is subject to these Conditions and, where applicable, the terms and conditions of the relevant Ticket.
- The Manager may impose additional entry conditions for specific Events as determined by the Manager, the Hirer or as required by law.
- Patrons entering the Centre must have or intend to obtain a valid Ticket for the relevant Event.
- Patrons must comply with all reasonable directions from Team Members of the Manager (including Security Personnel) and Emergency Services.
- The Centre operates as a cashless venue, with contactless payment methods throughout the Centre, including the car park.

Responsibility for Events

- The Hirer is responsible for the delivery and management of the relevant Event.
- Complaints relating to an Event should, in the first instance, be directed to the Hirer, without limiting any rights a Patron may have against the Manager or Owner under applicable law.

Patron Conduct

- Patrons must always behave in a safe and respectful manner and must not:
 - engage in disorderly, offensive, discriminatory, threatening or harassing conduct.
 - interfere with the safety, comfort, or enjoyment of other Patrons or Team Members.
 - damage or interfere with Centre property or emergency equipment.
 - throw objects.
 - enter restricted areas without authorisation.
 - solicit, sell or distribute unauthorised goods or promotional materials.
- Patrons must always wear appropriate attire for a public place, including footwear. Any clothing with lewd or offensive writing, images, or imprints may not be worn at the Centre. The Manager reserves the right to determine whether attire and footwear is appropriate for access to the Centre
- Patrons 15 years or under must be accompanied by an adult unless the Event has other specified age requirement.
- Patrons must leave strollers, capsules and prams at the Cloakroom or storage area during an Event.
- Patrons may be required to show a valid identification (ID) as proof of identity. This would be one of the following: a valid Passport with a photograph, a valid Australian Drivers Licence or Riders Licence (issued by any Australian State or Territory), a valid State Proof of Age or Photo Card issued by a public authority of the Commonwealth, or of an Australian State or Territory for the purpose of attesting to a person's identity and age (e.g. the Keypass (over 18) identity card issued by Australia Post).

The Manager may refuse entry to, or remove from, the Centre (without refund or compensation, except where required by law) any Patron who:

- fails to comply with these Conditions;
- is deemed to be intoxicated and/or disorderly;
- has gained unauthorised access to the Centre;
- possesses prohibited items or who enters with items which have the potential to cause injury or public nuisance;
- purchases an event ticket from any unauthorised source, including a ticket scalper or who presents an invalid ticket;
- is wearing 'colours', 'insignia' or pictures signifying belonging to any Outlaw Motorcycle Cycle Gangs (OMCGs) or other group as designated by Police. This includes wearing of any item of clothing with, or otherwise showing in any other way, an image, symbol, abbreviation, club patches, or acronym belonging to, or showing an affiliation with, any such OMCG.

Removal may involve referral to law enforcement authorities where appropriate.

Prohibited Items

Patrons must not bring into the Centre any prohibited item unless expressly authorised. Prohibited items include, but are not limited to:

- Weapons of any kind (including knives, scissors and chains), fireworks, flares, explosives or dangerous goods.
- Illegal or illicit substances.
- Drones or remote-controlled devices.

- Laser devices.
- Bicycles, skateboards or skates.
- External or commercial food and beverages, including alcohol.
- Motorbike helmets or face coverings deemed inappropriate by the Manager acting reasonably.
- Any item that is illegal, unsafe, may cause injury or public nuisance, or is otherwise inappropriate, as determined by the Manager acting reasonably.
- Additional prohibited items may apply for specific Events.

Security Screening

Patrons may be required to undergo security screening before entry, including bag inspections, metal detection screening, electronic scanning or x-ray inspection or physical pat-down searches conducted by authorised personnel.

A Patron who refuses to comply with security screening may be refused entry or removed from the Centre. Prohibited items may be confiscated, retained or disposed of at the Manager's discretion.

Surveillance, Recoding and Privacy

- The Manager uses CCTV for business purposes including safety and security. The Manager may collect your personal information through those means. By entering the Centre, you acknowledge that CCTV surveillance may be in operation and consent to the collection of your personal information. For further information about how we handle personal information, please refer to the Manager's Privacy Policy available at <https://www.gccec.com.au/privacy-policy-2/>
- The Manager's Safety and Security Personnel may also use body-worn video devices (which records video and audio) for safety and security purposes. Any personal information collected by body worn devices will be handled in accordance with the Manager's Privacy Policy.
- Unless authorised, Patrons must not transmit, broadcast or reproduce any audio, visual or audiovisual recording of an Event.
- The Manager and Hirer may record or photograph Events and the surrounding areas.
- By entering the Centre, Patrons consent to the use of their image or likeness in recordings or broadcasts incidental to an event, without compensation, where permitted by law.

Liquor Licensing

- The Centre is a licensed premises and no external alcoholic beverages may be bought into the Centre
- It is an offence for minors to purchase or consume alcohol and for any person to supply alcohol to a minor.
- Patrons may be required to produce valid proof of age in accordance with Queensland liquor licensing legislation.
- Alcohol may be restricted or prohibited in certain areas or at certain Events and drinks may be required to be decanted into approved cups for some Events.

Health and Safety

- Patrons acknowledge that Events may involve risks, including crowds, noise, lighting effects and other environmental conditions.
- Patrons attend the Centre at their own risk, to the extent permitted by law.
- Patrons are responsible for assessing their own suitability to attend an Event.
- Patrons must follow all safety directions and emergency procedures.
- Smoking and vaping are prohibited except in designated areas.
- Animals are not permitted, except authorised assistance animals.

Liability and Consumer Guarantees

- Patrons are responsible for their own personal items and must not leave bags or possessions unattended at any time.
- To the maximum extent permitted by law, neither the Manager nor the Owner are liable for any loss, damage or injury sustained by a Patron while at the Centre.
- Nothing in these Conditions excludes, restricts or modifies any rights or remedies a Patron may have under the *Competition and Consumer Act 2010* (Cth) or other applicable legislation that cannot be excluded, restricted or modified.
- To the extent that the Manager supplies recreational services (as defined in the *Competition and Consumer Act 2010* (Cth)), the Manager and the Owner exclude all liability for death or personal injury (including physical or mental injury, the aggravation, acceleration or recurrence of such injury, the contraction, aggravation or acceleration of disease, or the coming into existence, aggravation or acceleration of any other condition or circumstance) arising from those services, to the extent permitted by section 139A of that Act.
- Where the Manager's or the Owner's liability cannot be excluded but may be limited under applicable law, that liability is limited, at the Manager's (or Owner's) option, to: (a) the resupply of the relevant services; or (b) the payment of the cost of having those services resupplied.

Event Changes, Cancellation and Refunds

- The Hirer or Manager may cancel, delay, interrupt or stop an Event due to circumstances beyond reasonable control, including safety or operational concerns.
- Refunds or exchanges are subject to the terms and conditions of the Ticket and applicable consumer law.
- The Centre is not responsible for Tickets purchased through unauthorised sellers.

Live Entertainment Conditions

In addition to the other Conditions, the following apply for live entertainment at the Centre:

- The patron must only occupy the seat specified on their Ticket.
- Latecomers may be refused entry to an Event or may only be permitted to enter the Event in suitable breaks deemed by the Hirer or event organiser.
- Any patrons lining up early for General Admission events must follow directions from the Manager's Team Members and will not be permitted to use their own numbering system for access into the Centre.

- Patrons who have been issued with a complimentary carer's Ticket may be asked to present a valid companion card on event day.
- Moshing, crowd surfing and any activities that are deemed to be dangerous may result in your eviction from the Event and the Centre.

Live Entertainment Prohibited Items

Additional prohibited items for live entertainment include, but are not limited to:

- Professional audio-visual recording or broadcasting equipment (including detachable lenses).
- Bags larger than A3 size (30cm x 42cm) in seated areas.
- Large electronic devices (including tablets, laptops or devices greater than 170mm diagonally).
- Tripods, monopods and selfie sticks.
- External or commercial food and beverages, including alcohol.
- Glass or metal containers, aerosol canisters, or liquids greater than 100ml.
- Eskies or hard-cased cooler bags.
- Musical instruments or other noise-making devices (including horns, trumpets or sirens).
- Glo-sticks or similar illuminating objects.
- Permanent markers or felt-type pens.
- Large umbrellas (longer than 300mm when closed).
- Banners, posters, flags or signs larger than A3 size, or any material displaying offensive or inappropriate content.
- Motorbike helmets or face coverings deemed inappropriate by the Manager acting reasonably.
- Spiked or studded accessories (including belts or wrist/neck bands).

Miscellaneous

- These Conditions are governed by the laws of Queensland.
- If any provision of these conditions is held to be invalid or unenforceable, the remaining provisions remain in effect.
- Failure by the Manager to enforce any provision does not constitute a waiver of rights.