

North Queensland Stadium Conditions of Entry

Entry to this venue is subject to the following Conditions of Entry. Failure to adhere to these conditions may result in persons being refused entry or being removed from this venue.

For the purposes of these Conditions of Entry, 'Management' or 'Manager' means the appointed manager of the venue and Stadiums Queensland, and their respective agents and representatives. 'Patron' means any person who enters the venue at any time whatsoever, whether as the holder of a ticket or otherwise.

These are the general conditions of entry for events at the venue. Patrons should check the Conditions of Entry before attending the venue. Patrons acknowledge and accept that these Conditions of Entry may be amended at any time.

Please note that conditions of entry may vary between events, subject to the event organiser or promoter. Please refer to the venue's webpages or hirers tickets for details on the event you are attending. Where there is a difference in conditions, the venue's decision on which condition applies is final.

This venue is cashless.

The venue retains the discretion on what can and can't be brought into the venue. The venue's decision is final.

Admission and Refusal of Entry

The right of admission to this venue is reserved. In particular, management and the hirer reserve the right to refuse entry to any person, or remove or evict any person from, this venue who:

- are in breach of, or refuse to comply with, these Conditions of Entry;
- refuse to comply with any reasonable requests from management or the hirer;
- appear to be intoxicated or drug affected or are acting in a disorderly, dangerous or disruptive manner;
- in the opinion of management, are wearing or displaying inappropriate or unauthorised commercial, political or offensive images, logos etc. or whose attire may cause a hazard or compromise safety;
- refuse to undergo a security check (if requested);
- evade admission charges;
- vandalise or intentionally damage property at the venue;
- engage in any conduct, act towards or speak to any player, participant, umpire or other official or other person in a manner (whether through the use of language, gestures or otherwise) which is likely to offend, insult, humiliate, intimidate, threaten, disparage or vilify a person on the basis of a personal attribute of that other person, including, but not limited to, that other person's sex, gender, age, race, religion, culture, political belief or activity, sexual orientation, disability or

- impairment, gender identity, descent or national or ethnic origin;
- are conducting themselves in a manner that is unlawful or offensive or otherwise exhibiting behaviour that is considered unacceptable by management or the hirer;
- are the subject of a ban issued by management, any hirer or sporting code;
- are otherwise not entitled to attend the event or venue; or
- do not comply with any Queensland Government Chief Health Officer health direction under the Public Health Act 2005 (Qld), or who fail to obey a direction from management or another authorised person to cease smoking or vaping or comply with a health direction in the venue or its precincts. These actions by a patron may also be an offence against the Tobacco and Other Smoking Products Act 1998 (Qld) or the Public Health Act 2005 (Qld), to which fines apply.

In addition to removal from the venue, patrons acknowledge and accept that a failure to comply with the Condition of Entry may result in the imposition of other sanctions, including receiving an official banning notice preventing the patron from attending the venue or other Stadiums Queensland venues in the future.

Management Rights

Management reserves the right to, in its sole discretion:

- refuse entry or remove from the venue, and/or impose a ban on a patron in instances where their actions are deemed by management to be sufficiently serious to compromise someone's safety or amount to a breach of these Conditions of Entry;
- search any bag, esky, pram, item of clothing, personal items or persons for prohibited items. Patrons who refuse inspections or searches may be denied entry to the venue;
- confiscate prohibited items, for collection on departure from venue. Confiscated alcohol will be disposed of and not returned to patrons. Items confiscated by the Queensland Police Services (QPS) will not be returned to patrons;
- involve QPS or other enforcement agencies as required;
- impose any additional terms and conditions of entry as applicable for a specific event; or
- inform the QPS of the presence of certain prohibited items (e.g. weapons and other dangerous goods) and may seek support from Police Officers in dealing with the items and the patrons intending to bring them into the venue.

Prohibited Items

The following must not be brought into this venue, subject to the ultimate discretion of venue management:

- controlled, prohibited, dangerous or illegal substances;
- aerosol cans, glass bottles, glassware, glass containers, crockery, cans, flares, selfie sticks, fireworks, smoke bombs, explosives, laser pointers, open flames, knives, firearms, replica firearms, chains, studded belts, water pistols, weapons of any

description and any items that may be considered a weapon, and any other item/s considered by management have the potential to cause injury or a nuisance or inconvenience to any other person;

- ice bricks - whether frozen or otherwise (gel packs are acceptable);
- animals, except certified service animals while accompanying a person with the purpose of support. Copies of certification to be provided at the gate upon entry;
- loud hailer, megaphones, and musical instruments of any nature (including horns, whistles, and drums), unless approved by management prior to the event or as part of an approved match day event;
- flags or signs that represent teams not competing (including National flags); display political messages; contains images and/or words that are explicit or sexual in nature or that management deems offensive to any person, contains materials that conflicts with hirer or venue sponsors; that cover existing venue signage; or that annoy or obstruct the view of other patrons of the field or the screens;
- all metal flag poles and other flag poles greater than 1.5 m in length and 2 cm in diameter;
- any item that could be used as a projectile or could create litter - e.g., pizza cartons, inflatable items, streamers, confetti, shredded paper, tickertape;
- any item that is deemed oversized, and therefore could not fit under the patron's seat;
- recreational bicycles, recreational scooters, roller blades, segways, hoverboards, roller skates, skateboards or similar, and must not be used within this venue;
- drones, model airplanes, remotely piloted aircraft or other electronic or motorised flying devices must not be used in this venue without prior management authorisation;
- any item or clothing that displays a commercial, political, religious or offensive signage or logos; or
- any item, which in the opinion of management has the potential to cause injury or harm to another patron or has the potential to cause damage to the venue and its facilities.

Food and Beverage

- Alcoholic beverages must not be taken into or out of the venue or venue precinct. Patrons found to be bringing liquor onto the venue and grounds may be refused entry to the venue.
- It is an offence for minors to purchase or consume alcohol or for patrons to supply alcohol to minors.
- Alcohol (including zero alcohol beverages) must not be consumed in unlicensed or alcohol-free areas of the venue.
- Patrons found with liquor within the venue and grounds are liable for an on the spot fine and alcohol will be confiscated. The patron may be subject to removal from the venue at the discretion of management.
- Deliveries from external caterers and food delivery services will not be permitted into the venue.
- Patrons are not permitted to bring food or beverage products from commercial outlets or Commercial Food into the venue.
- Homemade food in a container (other than glass) is permitted.
- Water in a bottle with an unbroken factory seal (up to 1.25L) and tea and coffee in a

thermos are permitted. Other liquids are not permitted. Otherwise, patrons can bring in empty water bottles which can be filled with water at the designated water stations in the venue.

- Patrons in corporate areas are not permitted to bring in any food or beverages. Patrons will be asked to discard prior to entry.
- Food and beverage for patrons (including infants) with special dietary requirements may be permitted at the venue's discretion provided that such food and beverage is not packaged in prohibited containers. For clarity this includes corporate areas.
- 'Commercial food' is any food purchased from external sources, including recognisable commercial food outlets or food provided by external caterers.

Cameras and video recording equipment

- Patrons are not permitted to bring in commercial cameras, video recorders, audio recorders, digital equipment, tripods and monopods.
- Unless expressly authorised by the content owner (for example, the hirer), patrons are not permitted to transmit, broadcast, sell, license or otherwise publish, disseminate or reproduce any recordings (including photographic, video or sound recordings) of the event they are attending. The content owner reserves the right to confiscate or erase prohibited recording or images.
- Patrons are not permitted to take photographs or videos of other patrons where they are identifiable without their express consent.
- Any media entering this venue in that capacity, must have the prior approval of management.

Umbrellas, Eskies, Prams and Personal Belongings

- Umbrellas are permitted in the venue but must not be opened or raised in the seating or concourse areas at any time. We recommend patrons bring ponchos or rain jackets for use inside the venue.
- If permitted, eskies, prams, pushers, bags and other belongings must be able to fit under the person's seat.
- Hard eskies are not permitted.
- Soft eskies, bags and items larger than 40cm x 40cm x 40cm are not permitted in the venue. Soft eskies are permitted so long as they fit under your seat.
- We encourage patrons to consider leaving their pram or push chair at home. However, should you wish to bring your pram or push chair it must be collapsible and fit under your seat (either a single seat or within the group of seats of patrons attending the venue together). The pram or push chair must remain there for the duration of the event.
- Prams or push chairs cannot be stored in aisles or walkways. This is to ensure prams do not create an obstruction in the seating area in the event of an emergency.
- Oversized prams unable to be stored under a single seat or within the group of seats of patrons attending the venue together must be stored in venue cloak rooms.
- Other external areas are not secured and patrons who leave items in these locations do so at their own risk. These rules also apply to patrons attending a corporate function or corporate suite.

Tickets and Ticket Scalping

- Patrons will not be admitted if their tickets are damaged, counterfeit, forged, altered, defaced or have not been purchased from an authorised ticket agent. Where tickets are purchased from a third-party re-seller or non-authorised agent, the venue is under no obligation to find these persons a seat.
- Patrons with tickets purchased at a concessional price must have available on entry to the venue proof of age or other proof of entitlement to the applicable concession.
- The event or match may be cancelled, delayed or stopped due to dangerous situations, adverse weather or for any other cause beyond the venue management's control. Patrons are to refer to the ticketing agent's terms and conditions agreed to upon purchase regarding any refunds.
- Pass-outs may be issued at the discretion of management.
- Ticket scalping is an offence. Patrons who have purchased tickets in a manner which in any way breaches the Major Sport Facilities Act 2001 (Qld) may be refused entry to the venue. For more information, please view the Stadiums Queensland Ticket Scalping webpage.

Cloaking

- Large items that cannot be safely stowed under your seat and bags that do not meet the requirements must be cloaked in the venue cloak rooms, where available.
- While care is taken for the items that are cloaked, no responsibility is taken for items that may be damaged or lost. Patrons cloaking items will be issued with a ticket that they are required to present when collecting their items on departure
- from the venue. Any items not collected at the end of the event will be taken to the venue's lost and found area and will be disposed of by the venue if not collected within 30 days after the event. This excludes any perishable food which will be disposed of based on its 'use by' date.
- Prohibited items cannot be cloaked, except where permitted at the venue's discretion.

Areas off limits

- Patrons are prohibited from entering areas they are not permitted to, for the general public this includes the venue performance area, field of play, or any other area designated as not being accessible by the public. Penalties may apply and the patron responsible being evicted and/or banned.

General requirements

- The throwing of any object in the venue (including on to the field of play) is prohibited and may result in the patron responsible being evicted and/or banned (penalties apply).
- Appropriate clothing and footwear must be worn at all times within this venue.
- Smoking and vaping anywhere within the venue, or within 5 meters of an entry point to the venue is prohibited at all times, except within a designated smoking area.
- Gambling through unlicensed operator in this venue is prohibited at all times.
- Patrons 15 years and over may enter the venue unaccompanied. Patrons under the age of 15 are deemed minors and must be accompanied at all times by a

responsible adult aged 18 years and over. The accompanying adult must maintain effective supervision, control and care of the minor for the duration of their time at the venue.

- Patrons must not sell any goods or services or give away political, religious, advertising or promotional materials without the prior written approval of management.
- Any injuries or incidents occurring in this venue must be reported immediately to management.
- Exit doors and exit routes must remain clear and free from obstruction at all times. You must not obstruct the entry, exit and general movement of anyone using the venue.
- Patrons must not interfere with any smoke detector or fire safety equipment. Fines apply and will be payable by patrons for any false alarm activations.

CCTV and Personal Information

- Persons entering the venue acknowledge that the venue owner (being Stadiums Queensland), Manager, and/or the hirer may collect and use a person's image, likeness, and/or voice as part of any recording of the event, this includes as part of television or streaming service broadcast of the event.
- CCTV is in use at the venue. The Manager and Stadiums Queensland is collecting your personal information via CCTV in and around the venue and event precinct for the purpose of venue security, public safety and enforcing these Conditions of Entry and for the purposes of the policies and procedures of the Manager and Stadiums Queensland, including the banning policy.
- The Manager and Stadiums Queensland collects, uses, and discloses personal information in accordance with the Stadiums Queensland Information Privacy Plan. Without limiting this, by entering the venue, each person acknowledges and consents to the Manager and Stadiums Queensland collecting, using, and disclosing their personal information and CCTV footage:
 - For the purposes of Stadiums Queensland's Banning, Refusal of Entry and Removal Policy including (but not limited) to the QPS, venue managers, venue hirers, security contractors, and the governing body of the applicable sporting code.
 - In connection with any incidents which occur at Stadiums Queensland venues (which may in some cases include health information). This information may be disclosed to its third-party claims management provider in connection with such incidents. The claims manager may provide your personal information to its related entities as part of its ordinary claims management practices. This may involve the disclosure of a limited amount of your personal information (being your name, date of birth and claim details) outside of Australia to the United States.
 - Where a person's email provider is located overseas, then by providing this email address as a point of contact, the person is consenting to the Manager, Stadiums Queensland and the above parties transferring personal information overseas when contacting the person by email.
- For your safety and security, random electronic surveillance wandering may be in use

at this venue.

- All personal information collected by Stadiums Queensland is managed in accordance with the Information Privacy Act 2009. Stadiums Queensland's Privacy Plan can be viewed [here](#).

Patrons use venue at own risk

- Persons entering and using this venue and its facilities do so at their own risk.
- Persons are responsible for ensuring the security of any personal items brought into this venue, at all times, and bring personal effects onto the premises at their own risk.
- Persons assume all risk of any damage or loss (including property damage, personal injury, economic and consequential loss) however it arises at the venue, including for any minors entering the venue in your care and control.
- The hirer may add, withdraw or substitute competitors, teams or artists and/or vary advertised material, programmes, prices, seating arrangements, audience capacity, the venue or programme times without liability to the hirer or to the venue.
- To the extent permitted by law, the Manager of the venue, the hirer and Stadiums Queensland is not responsible (including for negligence) for:
 - any personal injury, death or other loss sustained by persons; or
 - any damage to, loss or theft of any personal items including vehicles