

Conditions of sale and entry

Tickets to the Brisbane International (BI) are issued by Tennis Australia (TA), the organiser of the BI, subject to the following conditions:

1. No refund or exchange will be offered on any ticket including complimentary tickets except in accordance with the LPA Code of Practice for Event Ticketing in Australia (www.liveperformance.com.au) and where expressly stated on ticket.
2. Sale and purchase of each ticket creates a contract between TA and the ticket purchaser or subsequent transferee (you) which gives you a transferable but conditional licence for admission to the Queensland Tennis Centre (QTC) for a certain session of the BI.
3. The license granted to you will automatically terminate if you, without the prior written consent of TA, resell the ticket at a premium or through a broker or agent; advertise or offer the ticket for resale on the internet or in any other medium; or package, advertise or use the ticket for advertising, promotion or other commercial purposes (including competitions or trade promotions) or to enhance the demand for other goods or services. If a ticket is sold or used in breach of these conditions, the license terminates and TA may deny the bearer of the ticket admission to the BI or take other action, without any guarantee of a refund. Entry to the BI may also be denied if tickets are not purchased from Ticketek or other authorised points of sale.
4. By purchasing a ticket to the BI you consent to the collection and use of your personal information by Ticketek and TA and the disclosure of that information by Ticketek to TA for the purposes of ticketing and event marketing purposes in the promotion of the BI and related events. Where the information is used for marketing purposes you will be given the opportunity to 'opt out' from receiving further marketing material. You may contact TA (at Private Bag 6060 Richmond, Victoria 3121) and Ticketek (at GPO Box 1610, Sydney NSW 2001) to request access to the information held about you.
5. If you hold a night session ticket you cannot access QTC until 5.00pm. Access to the QTC auditoriums for night sessions may be delayed if day session play runs late.
6. The BI schedule/format is provisional and subject to change if necessary without notice due to adverse weather conditions or other reasons. TA reserves the right to cancel, withdraw, postpone, relocate or reschedule players and or matches when necessary to protect the interests of players, patrons or TA.
7. You enter QTC at your own risk and Tennis Queensland, Stadiums Queensland (SQ) and TA will not be liable for any injury, loss or damage suffered by any person entering QTC.
8. All persons 12 years old and younger must be accompanied and supervised by a parent or guardian at all time during the BI.

9. SQ and TA reserve the right, with reasonable cause, to refuse entry to any person or remove any person from QTC without any entitlement to a refund. Without limiting the forgoing, if you are deemed to be affected by alcohol or drugs you may be refused entry to or ejected from QTC.

10. SQ and TA reserve the right to inspect clothing, containers, packages and bags intended to be brought into QTC including inspection by screening equipment.

11. Whilst at QTC, you are responsible for your own property. For the safety and comfort of all patrons, any item or bag that is too large to fit under a seat cannot be brought into QTC and a limit of 1 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 or destroyed.

12. All promotional, commercial, political, religious or offensive items of whatever nature including, but not limited to, clothing, banners, signs, symbols and leaflets are prohibited and may not be used for display purposes or brought into QTC and its surrounding precinct.

13. For the comfort and safety of patrons and players the following items are NOT allowed into QTC:

Alcohol; animals except service animals (e.g. seeing eye dogs); any item that could be used as a weapon; beach balls & other inflatable devices, audio recorders; bicycles, scooters, skateboards and roller-blades/skates; camera tripods, monopods, telephoto camera lenses with a focal length capacity of greater than 200mm; video cameras & handy-cams; drink & food cans; chairs & stools; eskies & hampers; fireworks; frisbees; helium balloons; glass (including bottles); large containers in excess of 1.5 litres; flags, banners or signs larger than 1.2m wide or with handles longer than 50cm in length; musical instruments &/or amplification equipment; unauthorised advertising or marketing material or flyers; laser pointers, distress signals, whistles or loud hailers; dangerous goods and any other item prohibited by legislation.

Note: Prams and strollers are not permitted in seating areas.

14. You must not engage in any conduct, act towards or speak to any player, umpire, referee, other official or another patron in a manner which offends, insults, humiliates, intimidates, threatens, disparages or vilifies that other person on the basis of race, religion, colour, sexual orientation, descent or national/ethnic origin.

15. You must not disrupt, interrupt, or behave in any manner that causes delay to the event, distract, hinder or interfere with a player or interfere with the comfort of other patrons and their enjoyment of the BI or enter or attempt to enter any restricted area including the area of play.

16. In order to enhance security and protect the safety of patrons attending the BI, TA, SQ or their contractors may operate surveillance equipment within QTC including security cameras. By entering QTC, you consent to information about yourself (including images) being recorded and disclosed to others including (without limitation) law enforcements bodies and persons involved in relevant legal or disciplinary actions to the extent that TA or SQ deems such disclosure to be necessary so as to protect their lawful interests, the public interest or the safety of persons or property present at the BI.

17. You must not cause wilful damage or harm to any part of QTC including buildings, fixtures & fittings, fences, vegetation and infrastructure during the BI.
18. You must not interfere with, obstruct or hinder TA or its employees agents or contractors in the exercise of their powers, functions or duties during the BI.
19. You must not conduct public surveys or opinion polls, solicit money, donations or subscriptions from members of the public, without the prior consent of TA.
20. You must not smoke in areas within QTC nominated as non-smoking.
21. You must wear shoes/footwear at all times within QTC.
22. You must not play ball games of any kind without the prior consent of TA.
23. Standing is not permitted in seated areas until end of games or between matches. Standing in the aisles or sitting on the stairs is not permitted at any time. You must adhere to allocated seating in the ticketed arenas and follow the reasonable directions given by TA employees, agents and contractors.
24. You are not permitted to open umbrellas within the seating areas of all courts whilst there are matches in progress.
25. The use of laptops is prohibited in spectator viewing areas of all tournament courts without the prior authorisation of TA.
26. Images of the BI taken with a camera, mobile phone or other wireless device cannot be used for any purpose other than for private and domestic purposes. You must not sell, license, publish, make publicly available on the internet or otherwise commercially exploit photographs. Flash photography is not permitted in seating areas. Taking video footage via any means is forbidden.
27. Making or distribution of broadcasts or narrowcasts of any images, sounds, data, results, statistics or commentary of the BI by any means in any format or media including by mobile phone or other wireless device is forbidden.
28. You consent to being photographed, filmed and recorded as BI patrons, and consent to use of any such film, image or recording at the discretion of TA, its commercial partners or law enforcement agencies without compensation or notice.
29. Any provision of these ticket conditions which is invalid must be read down to the minimum extent necessary to achieve its validity, or be severed from these ticket conditions without invalidating or affecting the remaining provisions of these ticket conditions.

30. TA may alter these ticket conditions if such changes are reasonably necessary to address safety issues or otherwise protect legitimate interests of TA.

NOTE: Some areas of QTC are exposed to direct sunlight and heat. You should be aware that auditorium seating may be in the sun for part or all of the day. You must take appropriate care for your hydration and sun protection.