

## Terms and Conditions – New Year’s Eve Ticketing 2022

### General terms

1. These terms and conditions are in reference to Sydney New Year’s Eve (**NYE22**) ticketed areas in The Rocks and Circular Quay and are referred to as:
  - Hickson Road Reserve – Paid ticketing
  - Dawes Point Park – Non-ticketed managed access
  - Campbells Cove – Paid ticketing
  - West Circular Quay - Paid ticketing
  - East Circular Quay - Non-ticketed managed access
2. Access to these ticketed areas on NYE22 is strictly limited to valid ticket holders only and is subject to these Terms and Conditions which are subject to change. You must ensure you review the Terms and Conditions, prior to attending NYE22.
3. By acquiring tickets to and attending NYE22 at any of the above sites (**ticketed areas**) all attendees agree to these terms and conditions and to follow the directions of the Event Organiser, the site manager or their agents. Any parent or guardian of a minor attending NYE22 acknowledges and agrees to the following matters, on their own behalf and on behalf of the minor.
4. PMNSW is the owner of the land and Australian Concert and Entertainment Security(**ACES**) will be the site manager. Humanitix is providing the infrastructure for the ticketing (issuing and sales) and Place Management NSW (**PMNSW**) is the Event Organiser.
5. There are six areas of The Rocks and Circular Quay that are ticketed areas owned by PMNSW for NYE22:
  - (a) Hickson Road Reserve (**HRR**). The time period of the event is 5.00pm on 31 December 2022 to 1:00am on 1 January 2023.
  - (b) Dawes Point Park (**DPP**). The time period of the event is 2.00pm on 31 December 2022 to 1:00am on 1 January 2023.
  - (c) Campbells Cove (**CC**). The time period of the event is 4.00pm on 31 December 2022 to 1.00am on 1 January 2023.
  - (d) West Circular Quay (**WCQ**). The time period of the event is 4.00pm on 31 December 2022 – 1.00 am on 1<sup>st</sup> January 2023
  - (e) East Circular Quay (**ECQ**). The time period of the event is 4.00pm on 31 December 2022 – 1 am on 1<sup>st</sup> January 2023

### Terms of entry

6. Every person requires a ticket, including children in strollers, and it must be presented to enter the ticketed area. A digital or a ‘print at home’ ticket must be presented. . Babies and toddlers 3 years and under are free, however a ticket is still required for their admission, to ensure capacities are adequately managed.
7. HRR will be a licenced area. Any person under the age of 18 is permitted at the event with a valid ticket however **MUST** be accompanied by a legal parent or guardian and under their direct supervision whilst in the licensed area for the duration of the event.

### Cancellation and ticket resale

8. Each ticket is individually barcoded. Tickets may not be resold or reissued other than in accordance with section 58G NSW *Fair Trading Act 1987*. Any breach of this section of the *Fair Trading Act 1987* may result in the ticket being cancelled and entry refused.
9. Fireworks are presented by the City of Sydney. PMNSW is not responsible for the fireworks and will not issue refunds if the fireworks are cancelled by City of Sydney for any reason.

### **Security, Health and Safety**

10. Attendees are subject to security screening, including identity verification, metal detection wand search, and bag search prior to entry into the ticketed area.
11. Attendees must **NOT** bring the following items into the ticketed area:
  - (a) alcohol;
  - (b) any illegal substances;
  - (c) any beverage that is not sealed, including thermoses;
  - (d) glassware or breakable containers;
  - (e) any item which may present a safety risk, including, but not limited to, weapons, such as knives (other than small sized picnicware), laser pointers, and selfie sticks;
  - (f) umbrellas above 50cm in length, tarps, tents, shade structures, tables, milk crates or chairs (other than low-line beach chairs). No pegging or other penetration to the turf or ground is permitted;
  - (g) Any bags bigger than 30cm x 50cm;
  - (h) fireworks, sparklers, open flames including candles, party poppers, balloons;
  - (i) BBQs and cooking equipment;
  - (j) balls, frisbees, skateboards, scooters, rollerblades, bicycles, kites and drones;
  - (k) pets other than Assistance Dogs; and,
  - (l) any item which is illegal or which the Event Organiser or Site Manager considers dangerous or capable of causing nuisance or offence.
12. NYE22 is a smoke free event, as is each of the ticketed areas.
13. Attendees must not be under the influence of drugs or alcohol and must act responsibly and follow requests made by Police, Event organisers, security staff and their agents.
14. Attendees breaching any of these terms and conditions or participating in anti-social behaviour may be refused entry or be required to leave the ticketed area.
15. Persons under the age of 18 must be accompanied and supervised by an adult, parent or guardian at all times.

### **Waiver and release**

16. By acquiring tickets, attendees agree to waive, release and discharge PMNSW from all claims or causes of action (including for negligence), whether present, future, or contingent, arising from any injury, loss or damage of any kind suffered by any person or in respect of any property, as a result of acquiring tickets for, or attending the ticketed area. You are at all times responsible for your personal possessions, such as bags, mobile phones, and any other items brought to the event.
- 17.

18. . PMNSW reserves the right to record, broadcast and/or telecast activity at any of the ticketed areas and all attendees consent to the use of any image or recording taken of them, and anyone for whom they are responsible, whilst attending the NYE22. PMNSW is not obliged to use, broadcast or provide to attendees with any such recording. The images and/or film may be used for future promotional purposes at no cost and without further request for consent
19. No pass outs will be available. Note that any passout, or re-entry to the ticketed area, will be issued is at the discretion of the Event Organiser or Site Manager.
20. Refunds will be offered up to and including 17<sup>th</sup> December 2022 if an interested party from the Humanitix waitlist will pay for the cancelled tickets.

### **Personal Information**

- A) PMNSW is a NSW Government statutory entity with the Department of Transport. The general privacy policy of PMNSW is found at <https://www.dpie.nsw.gov.au/privacy>. By making tickets available to the public, PMNSW complies with the *Privacy and Personal Information Protection Act 1998 (NSW)* and the [General Data Protection Regulation of the European Union](#) in relation to the collection, storage and use of personal information.
- B) When you purchase or request a ticket, PMNSW will collect your information which may include your personal information and billing information. By purchasing or requesting tickets, you are thereby consenting to the collection and use of your personal information to enable PMNSW to process your requests for tickets, take payments for tickets and issue tickets.
- C) When you use the PMNSW websites, PMNSW collects information such as the browser and device being used, your IP address, location, and use of PMNSW sites.
- D) By requesting tickets for this event, you consent to the collection, use and storage of your personal information. You agree that your personal information may be used to send you customer service emails, to prevent or detect unlawful behaviour, to protect or enforce PMNSW's legal rights or as otherwise permitted by law.
- E) PMNSW confirms that your personal information will not be subject to automated decision-making software.
- F) You agree that you consent to the collection of your personal information so that we can process your requests for tickets, take payments and issue tickets.
- G) PMNSW may use aggregated personal information for statistical and analytical purposes. Your personal information will only be used in a de-personalised and aggregated manner.
- H) PMNSW may share your personal information with other government agencies where so permitted. PMNSW's third-party service providers provide ICT infrastructure on which its products and systems are built. They may also receive your personal information. PMNSW advises that Humanitix is the entity that will process ticket allocation and ticket payments. This does not imply that PMNSW has reviewed or endorsed their privacy policy.
- I) We confirm that you are authorised to unsubscribe at any time from any marketing lists. You may also request access to your data, and may correct it, at any time. You may also request that your personal information is erased in accordance with any applicable laws.

- J) PMNSW has security measures in place to protect your personal information. PMNSW only keeps personal information for as long as required to provide the requested services, or for the purposes outlined in this policy and for any legal purpose that requires PMNSW to keep the information.
- K) Please contact 1300 275 223 to request more information in relation to PMNSW's use of your personal information or to lodge a complaint regarding PMNSW's use of your personal information.
- L) By purchasing or requesting tickets to NYE2022 you consent to the collection and use of your personal information.

**No waiver**

Any failure of the PMNSW to enforce its rights under these terms and conditions does not constitute a waiver of the PMNSW's rights.