Hockey Australia - 2027 FIH Pro League – Gold Coast
Terms and Conditions and Conditions of Entry

1. Definitions

Activation means any interactive, promotional, or entertainment installation operated at the Venue during the Event, including (without limitation) any inflatable or other equipment including the inflatable hockey pitch and any other kids' or fan-engagement activities arranged by HA.

Athlete means a person who is registered with HA, an affiliated organisation, or a recognised international hockey federation, and is entitled to participate in the Event, including persons representing Australian national teams and players competing on behalf of other countries.

Event means the 2027 FIH Pro League matches and associated activities held at the Venue between 13 and 21 February 2027, sanctioned and organised by HA.

GCHMG means Gold Coast Hockey Management Group, the operator of the Venue engaged by HA under the Venue Hire Agreement.

Hockey Australia (HA) means Hockey Australia Limited (ACN 088 988 836), the recognised National Sporting Organisation and peak body for the sport of Hockey in Australia, and the Organiser of the Event.

Organiser means HA, or any entity acting as its representative or authorised by Hockey Australia to manage, coordinate, or deliver the Event, including GCHMG in its capacity assisting with venue operations.

Patron means a person who holds, purchases, or otherwise acquires a Ticket, or who enters the Venue for the Event, including for the avoidance of doubt any minor accompanying a ticketed adult.

Significant Change means a substantial modification to the Event, including changes to the time, date, location, or nature of the Event, which materially affects the experience or intended purpose of attendance.

Ticket includes any ticket, pass, accreditation, or other authorisation that grants entry to the Event.

Venue means the Gold Coast Hockey Centre, 125 Musgrave Avenue, Labrador, Queensland, and all associated facilities, grounds, and outdoor areas used for the Event.

2. Application of Terms

2.1 These Terms and Conditions (Terms) form a binding agreement between HA and any Patron attending the Event. By purchasing or holding a Ticket, and/or by entering the Venue, a Patron agrees to:

- comply with these Terms (as amended);
- comply with any conditions of sale applied by the ticketing agent;
- comply with any reasonable direction issued by HA, GCHMG, or their authorised staff or contractors; and
- ensure that any person for whom they acquire Tickets, including any minor in their care, also complies with these Terms.

2.2 These Terms are issued and enforced by HA as the Organiser of the Event. GCHMG, as venue operator, will assist HA to enforce these Terms at the Venue, including through bag checks, monitoring of attendee behaviour, and directing Patrons to comply, consistent with GCHMG's obligations under its venue hire agreement with HA.

3. General Conditions of Entry

Refusal to comply with these Terms may result in refusal of entry or removal from the Venue. These Terms are subject to change without notice.

- HA and GCHMG reserve the right to refuse entry.

- Abusive or offensive behaviour or language will not be tolerated and may result in eviction from the Venue.
- Persons gaining unauthorised access to the Venue may be liable for prosecution.
- The Venue is monitored by CCTV at all times.
- Smoking is permitted only in designated areas.
- Persons who bring valuables into the Venue do so at their own risk.
- No animals are permitted, other than assistance animals.
- The use of mobile phones and cameras in toilets and change rooms is prohibited.
- Children must be closely supervised by an adult (18+ years) at all times.
- HA and GCHMG reserve the right to inspect and search bags brought into the Venue.
- Professional photographers must seek written permission from HA before entering the Venue with professional equipment.

Risk Warning under Section 5M of the *Civil Liability Act 2003 (Qld)*: Players, spectators, officials and all other Patrons are warned that recreational activities undertaken at the Venue, including attending and participating in Event activities, involve a risk of injury.

3.1 Restricted/Prohibited Items

The following items must not be brought into the Venue:

- Glass objects and cans
- Alcoholic beverages brought from outside the Venue
- Flares, fireworks, or laser pointers
- Knives or other dangerous weapons
- Drones or other remotely piloted aircraft
- Recording devices (for selected sessions, where notified)
- Any other item that, in the reasonable opinion of HA or GCHMG staff, has the potential to cause injury or nuisance.

3.2 Liquor Licensing

- All persons entering the Venue are advised that, where liquor is available for sale, they are entering licensed premises operating under GCHMG's liquor licence.
- Intoxicated persons may be refused service or asked to leave the Venue.
- It is an offence for minors to purchase or consume liquor, and an offence to supply liquor to a minor.
- Persons supplying liquor to a minor may be reported to police and penalties apply under Queensland liquor licensing laws.

4. Activation Areas

HA arranges and operates a number of Activations at the Venue for the entertainment of Patrons, including inflatables and an inflatable hockey pitch for children's use. The following conditions apply to all Activations.

4.1 Risk Warning. Use of any Activation, including any inflatable, involves an inherent risk of injury. Patrons and, where applicable, the parent or guardian of any child using an Activation, acknowledge and accept this risk as a condition of use.

4.2 Supervision. Children must be supervised by a parent or guardian (18+ years) at all times while using an Activation. Activation operators or marshals may set and enforce additional supervision requirements, including age, height, or number-of-user limits, and may refuse or remove any person who does not comply.

4.3 Operating Rules. Patrons must comply with all posted operating rules for an Activation, including (without limitation) removal of shoes and sharp or hard objects, jewellery restrictions, no food or drink on the equipment, and maximum occupancy limits.

4.4 Risk Warning under Section 5M of the *Civil Liability Act 2003 (Qld)* applies equally to use of, and participation in, Activations.

4.5 Equipment standards. The inflatable hockey pitch and any other HA-owned Activation equipment must be inspected, tagged, and operated in accordance with the applicable Australian Standard for inflatable devices (AS 3533) and manufacturer requirements, including current inspection and anchoring/load certification records held by HA.

4.6 Trained operator. HA must ensure a trained operator or attendant is on duty at all times an Activation is in use, responsible for supervision, enforcing capacity and age/height rules, and monitoring weather conditions.

4.7 Weather shutdown protocol. HA must establish and follow a wind-speed shutdown protocol for the inflatable pitch consistent with AS 3533 and manufacturer requirements, and cease operation immediately if conditions exceed safe limits.

4.8 Indemnity for Activations. To the extent permitted by law, a Patron who uses an Activation, releases and indemnifies HA, GCHMG, and their respective officers, employees, and agents against any claim, loss, injury, or damage arising from their use of the Activation, except to the extent caused by the negligence of HA or GCHMG.

5. Prohibited Conduct and Items

Patrons must comply with the conduct and behavioural standards set by HA. The following behaviour is strictly prohibited:

5.1 Disruptive or Unsafe Behaviour

- Disrupting the Event, or engaging in abusive, threatening, or violent behaviour toward others.
- Endangering the safety of participants, officials, or other Patrons.

5.2 Interference with the Event

- Tampering with equipment, or interfering with officials, Athletes, or Event operations.
- Causing a disturbance that disrupts the enjoyment of the Event by others.

5.3 Prohibited Items

- Alcohol brought from outside the Venue, illegal substances, weapons, or hazardous materials.
- Drones or other devices that could endanger safety or interfere with Patrons or the Event.
- Any item listed in section 3.1 of these Terms.

5.4 Consequences of Prohibited Conduct

Patrons engaging in prohibited behaviour, or found in possession of prohibited items, may be:

- refused entry to the Venue;
- ejected from the Venue without refund; and/or
- reported to relevant authorities where appropriate.

Patrons are responsible for any loss or damage caused by their actions and may be held liable for breaches of these Terms.

6. Ticketing and Refund Policy

6.1 Refund and Exchange Conditions

6.1.1 HA is committed to compliance with the Australian Consumer Law (ACL) and that Patrons are provided with remedies in accordance with their statutory rights.

6.1.2 Event Cancellation. If the entire Event is cancelled and not rescheduled, Patrons are entitled to seek a full refund.

6.1.3 **Significant Changes to the Event.** Patrons may request a refund or exchange if the Event undergoes a Significant Change that materially impacts their ability to attend. Refund requests will be considered in the circumstances of the Significant Change. A refund or exchange is not guaranteed.

6.1.4 **Event Rescheduling.** Tickets for a rescheduled Event will remain valid for the new date. Patrons unable or unwilling to attend the rescheduled Event may request a refund within a specified period, communicated at the time of the reschedule.

6.1.5 **Statutory Rights.** Refunds or remedies will be provided as required under the ACL if the service is not delivered with due care and skill or fails to meet its intended purpose.

6.2 Refund Exclusions

Refunds will not be provided for:

- changes to Athletes, teams, or programs;
- minor adjustments to the Event (e.g. delays, program variations);
- adverse weather that delays or interrupts play, or results in some but not all matches on a day being shortened or abandoned, except where HA determines this amounts to a Significant Change; or
- Patrons ejected from the Venue due to prohibited conduct or breaches of these Terms.

Nothing in this clause 6.2 excludes, restricts or modifies any right or remedy a Patron has under the ACL.

6.3How to Request a Refund or Exchange

6.3.1 To request a refund or exchange, Patrons should follow the refund process available via the Ticketek platform through which they purchased their Ticket. Where eligibility depends on Hockey Australia's determination under clause 6.1.2 or 6.1.3 or 6.2, Hockey Australia will confirm eligibility to Ticketek.

6.3.2. Eligible refunds will be processed by Ticketek to the original payment method in accordance with Ticketek's standard processing timeframes

7. Force Majeure

7.1 Force Majeure means any unforeseen event or circumstance beyond HA's reasonable control, including natural disasters, cyclones or severe weather, pandemics, governmental restrictions, or other emergencies that disrupt the planned delivery of the Event.

7.2 In the event of disruption or cancellation of all or part of the Event caused by Force Majeure, HA will act in compliance with the ACL to provide remedies to affected Patrons, which may include full or partial refunds, exchange of Tickets for an alternative date or event of comparable value, or other remedies where refunds or exchanges are not practical.

7.3 HA will communicate with Patrons promptly regarding any disruption, including how remedies will be applied and the process for obtaining them.

8. Recording, Broadcast, and Use of Data

8.1 Patrons must not record, reproduce, or distribute any audio, video, or photographic content from the Event without HA's prior written consent.

8.2 By attending, Patrons grant HA, its Partners, and broadcast partners a licence to use any recording of their image or likeness captured at the Event for promotional, broadcast, and tourism purposes, consistent with HA's obligations to Experience Gold Coast and the City of Gold Coast under the Event funding agreement.

8.3 Patrons' personal information will be collected, stored, and handled in accordance with HA's Privacy Policy, available at www.hockey.org.au/integrity, as amended from time to time.

9. General Risks, Waiver and Indemnity

9.1 Patrons acknowledge the inherent risks of attending the Event, including the risk of personal injury or property damage, and voluntarily assume these risks.

9.2 To the extent permitted by law, Patrons will, and agree to, indemnify HA and GCHMG against any loss, injury, or damage resulting from the Patron’s participation in, or conduct at, the Event.

9.3 Nothing in these Terms excludes, restricts, or modifies any right or remedy that cannot be excluded, restricted, or modified under the ACL.

10. Miscellaneous

10.1 HA reserves the right to amend these Terms at any time. Updates will be communicated to affected Patrons where necessary.

10.2 Governing Law. These Terms are governed by the laws of Victoria, Australia, consistent with the governing law of the Venue Hire Agreement between HA and GCHMG. Any disputes will be subject to the exclusive jurisdiction of the courts of Victoria.

10.3 These Terms should be read together with HA's Privacy Policy and any Event-specific communications issued by HA prior to or during the Event.