

Hospitality Conditions Adelaide International 2020 Memorial Drive, January 2020

All ticketing and entry to the 2020 Adelaide International (AI) is subject to the *Ticket Conditions of Sale and Entry* (which are posted at all AI entry points and www.tennis.com.au/doc/ao-ticket-conditions-of-sale-and-entry and available from Tennis Australia (TA) upon request).

These additional conditions apply to the Hospitality Products that AI Clients may access from time to time (e.g products with dining or private space elements, or behind-the-scenes access), including:

Corporate boxes	Champion Suites (Eastern side facility level 1) North Stand Boxes
Private Spaces	The Player Lounge The Green Room The Magarey Room Mixed Accreditation Area Media Centre
Premium Offerings	The Sundeck (Eastern side facility level 2) Show Court Finals On Courting Seating
AI Experiences	Tennis Clinics Coin tosses Behind the Scenes Tours

1. Guests must hold a valid AI ticket to gain admission to an AI Hospitality facility.
2. The Client is responsible for satisfying the special dietary requirements or allergies of its guests. Dietary requirements must be advised to TA and its nominated catering agent (**Catering Agent**), in writing by the date specified by TA. While TA and the Catering Agent will use their best endeavours to accommodate requests, completely allergy-free meals cannot be guaranteed, due to the potential of trace allergens in the working environment and supplied ingredients. Special dietary options are limited to: allergy requirements, vegetarian, vegan, and religious requirements (i.e. no pork). Please note that kosher meals are priced separately.
3. TA and the Catering Agent practice responsible service of alcohol (**RSA**). Where it becomes apparent to TA or the Catering Agent's staff that the behaviour of a guest raises RSA issues, the following protocol will be followed:
 - (a) staff will slow down or stop the service of alcohol to the guest after informing the host;
 - (b) staff will suggest to the guest that he/she moves on to soft drinks or water;
 - (c) staff will record the suggestion and notify a supervisor;
 - (d) the supervisor will continue to monitor and record the guest's behaviour and keep updating the host;
 - (e) staff will stop service of alcohol to the guest – unless already stopped under paragraph 3((a)) – and the host will be encouraged to speak with the intoxicated guest about controlling his/her behaviour; and

- (f) if the supervisor makes an assessment that the guest is to be removed, security will intervene and remove the guest in accordance with the protocols for the management and removal of intoxicated persons.
- 4. Alcohol service at the AI will **cease** at the **earlier** of:
 - (a) 30 minutes after the end of play (or trophy presentation); and
 - (b) midnight.
- 5. No outside food, drink or catering equipment may be brought into any AI Hospitality facility.
- 6. TA and the Catering Agent may adjust the location of AI Hospitality facilities (including table locations and sizes) inside the AI from time to time. Guests may be required to share tables where the Client has not purchased a full table.
- 7. TA and the Catering Agent may adjust meal service times to take into account on-court scheduling or scheduling of non-tennis related entertainment.
- 8. The Client occupies and uses AI Hospitality facilities at the risk of the Client and to the extent permitted by law, the Client releases the Catering Agent and TA from all actions, claims, demands, losses, damages, costs and expenses resulting from any accident, damage, loss, death or injury occurring in an AI Hospitality facility.
- 9. The Client is responsible for the costs of all breakages or damage to TA and the Catering Agent property caused by the Client or its guests.
- 10. TA, acting reasonably, may communicate additional requirements that are specific to the Client's booking and the purchased Hospitality product. The Client and its guests must comply with any such directions given by TA from time to time.

PAYMENT

- 11. Payment must be made:
 - (a) Within 30 days for all bookings made prior to 1 December 2019; and
 - (b) At the time of booking for all bookings made after 1 December 2019.
- 12. The booking (including final guest numbers) is not confirmed until payment has been received by TA in accordance with the invoice issued by TA to Client. TA may cancel the Client's booking at any time prior to receipt of payment.
- 13. All payments are non-refundable.
- 14. Any increase in the number of guests, additional catering or variation in the Hospitality Product is not confirmed until invoiced and paid for in full by the Client. During the AI, such items or changes must be paid for on the day of ordering (unless otherwise approved by TA on a case-by-case basis).

OVERRUNS AND DELAYS

- 15. Certain Hospitality Products (e.g. champions suites etc) will close at the end of play (or trophy presentation) for the relevant session.
- 16. Should the Day session for a relevant Hospitality Product overrun, night session clients will be delayed following the end of the day session to allow the Hospitality space to be cleaned and restocked ready for the night session.
- 17. For day sessions at Memorial Drive Suites, beverage packages will cease at 6pm (unless otherwise advertised). Where play continues after 6pm, the Client may elect to continue beverage service on an 'on consumption' basis, provided that the Client may also be required to pay for additional labour

charges and food orders to comply with RSA requirements, as quoted to Client. Additional beverage service remains subject to clause 3.

SAFETY

18. TA may impose additional conditions for particular products from time to time for safety reasons. For example, TA may collect the name and date of birth of all guests attending. TA will use this information for event safety only and **not** for any direct marketing purposes. The tennis privacy policy located at www.tennis.com.au/privacy contains further information about TA's use of personal information.

PRIVATE SPACE FIT-OUT

19. All Private Spaces come fully fitted and designed by TA. In respect of the fit-out, please note the following:
 - (a) in all Private Spaces, the available customisation will be limited to soft furnishings such as banners, napkins etc and must be brought with you on the day of your hospitality and removed at the conclusion of your specific session;
 - (b) the proposed fit-out for each Private Space must be approved in advance by TA (acting in its complete discretion);
 - (c) items of fit-out (including approved signage) must not be visible from outside the Private Space; and
 - (d) all materials brought into the AI by the Client will be at the Client's cost and risk (and subject to the *Ticket Conditions of Sale and Entry*). The Client will be liable for, and indemnifies TA against, any and all claims, losses, damages, costs or expenses arising from or connected with the transport, installation, erection, display, use, dismantling or removal of any materials brought into the AI by the Client.
20. No food or drinks or additional catering equipment such as espresso machines, juicers etc may be brought into any Private Space without TA's consent.

RESPONSIBILITY FOR GUESTS

21. The Client is responsible for the conduct of all its guests at the AO, including ensuring that its guests:
 - (a) comply with Ticket Conditions of Sale and Entry for the AO;
 - (b) where guests have been given physical AI passes, ensure that they are worn and kept visible (facing out);
 - (c) observe the dress code for hospitality facilities at the AI (e.g collared shirt and tailored pants/shorts for men, no rubber thongs, singlets); and
 - (d) observe tennis etiquette: only leave seats at change of ends, quiet during points, silent mobile phones, etc.
22. For holders of AI Hospitality tickets for evening sessions of the AI, entry to Memorial Drive is not available until 4:30pm.

KEY TICKETING CONDITIONS

The Client is reminded that AI Hospitality ticketing provides each of its guests with a conditional licence from TA for admission to a specific session and location within the AI (designated on the face of that ticket). This licence is subject always to the *Ticket Conditions of Sale and Entry* (posted at all venue entry points and <https://adelaideinternational.com.au/tickets/ticket-conditions-sale-entry/>). The following conditions are highlighted.

No on-selling

23. The licence granted to the Client for admission to the AI may be terminated by TA (without refund) in circumstances where: (i) the Client has or TA reasonably suspects the Client has, or (ii) any subsequent bearer of the ticket has or TA reasonably suspects that any subsequent bearer of the ticket has done, any of the following, without the prior written consent of TA:
- (a) resold the AI Hospitality product at a premium;
 - (b) resold the AI Hospitality product through an unauthorised broker or agent;
 - (c) advertised or offered the AI Hospitality product for resale on the internet or in any other medium;
 - (d) packaged, advertised or used the AI Hospitality product for advertising, promotion or other commercial purposes (including competitions or trade promotions);
 - (e) In addition to the above, for any breach of this clause 23, TA may terminate any other licences granted to the Client via the purchase by the Client of any other tickets to the AI (including both hospitality and non-hospitality tickets).

For the avoidance of doubt, the Client may allocate its purchased hospitality ticketing among its guests (but must not *sell* that ticketing to its guests without prior written consent from TA).

Cancellation and confiscation

24. If the Client or its guests breach these conditions, or TA reasonably suspects a breach has occurred (or where TA has been so directed by a law enforcement agency), TA may terminate the licence to enter the AI and deny the Client and/or its guests of the ticket access to the AI or any area within the AO, cancel or confiscate the ticket, or take other action TA considers appropriate including but not limited to cancelling or confiscating any other tickets to the AI held in the Client or the guests' names, without refund.

Lost tickets

25. The Client and its guests must keep AI Hospitality tickets in safe and in good condition. TA is not obliged to replace any ticket under any circumstances, including loss or theft – however TA may, in its sole discretion, replace a ticket which has been lost or stolen (and may charge a \$25 fee per replaced ticket).

These conditions may be varied from time to time by TA for operational, security or safety reasons. TA will maintain an up-to-date copy accessible at <https://adelaideinternational.com.au/tickets/corporate-hospitality/>.

For any queries in relation to these conditions please contact TA's AI Hospitality department by email at aohospitality@tennis.com.au.