

Conditions of Entry - Queensland Tennis Centre (QTC)



These conditions govern access to the QTC on behalf of Royal Queensland Lawn Tennis Association Ltd (TQ). These conditions work in conjunction with Stadiums Queensland's (SQ) Conditions of Entry (if any). By entering the QTC, you agree to be bound by these conditions.

- 1. Safety, comfort, and conduct.** To maintain order and safety, and to encourage all patrons' enjoyment of the QTC, TQ advise of the following:
 - a) TQ may inspect clothing, containers, packages, and bags inside the QTC or intended to be brought into the QTC, including via electronic screening equipment.
 - b) You must not leave bags or packages unattended at any time. For safety reasons, any unattended bags or packages may be removed and/or destroyed.
 - c) Some areas of the QTC are exposed to direct sunlight, heat, and other elements. Remember to stay hydrated and use sun protection.
 - d) The QTC is a family friendly venue. You are required to act in a safe, responsible, and courteous manner at all times. All persons 14 years old and younger must be always accompanied and supervised by a parent or guardian whilst at the QTC.
 - e) You must follow all directions given by representatives of QTC, TQ, SQ, police or security.
 - f) Access to areas licensed for the sale of alcohol within the QTC will be managed in accordance with Queensland liquor control legislation. Some areas of the QTC may only be accessible to patrons over 18 years of age with proof of age that is valid in Queensland.
 - g) Only fully enclosed footwear with non-marking soles are to be worn while on court.
- 2. TQ control.** TQ reserves the right to refuse you entry to, or remove you from, the QTC or take other action TQ considers appropriate, for the safety and comfort of other patrons, staff and participants. For example, if:
 - a) you are in breach of these conditions;
 - b) you are considered to be intoxicated;
 - c) you have been previously refused entry to or removed from the QTC;
 - d) you are the subject of a ban imposed by TQ in respect of the QTC;
 - e) TQ receives a direction to do so from a law enforcement agency; or
 - f) TQ reasonably believe it is in the best interests of the safety, security or integrity of TQ, SQ or the QTC to do so.
- 3. Ban.** TQ reserves the right to impose a ban on you from entering the QTC for any period of time as TQ considers appropriate in instances where TQ considers your actions to be sufficiently serious to compromise another person's safety or amount to a serious breach of these conditions.
- 4. Your property, your responsibility.** Whilst at the QTC, you must take care to protect your own property from loss and damage and take steps to prevent your property causing safety issues or damage to other people or property. TQ and SQ will not be liable for any loss or damage (including any direct, indirect or consequential loss or damage) to any property brought into the QTC, unless the Australian Consumer Law (ACL) applies and it was due to TQ's breach of a non-excludable guarantee under the ACL (such as failure to provide services with due care or skill).
- 5. Your safety, your responsibility.** Whilst at the QTC, you must take care to protect your safety and the safety of others. TQ and SQ will not be liable for any loss or damage (including any direct, indirect or consequential loss or damage) for any death or personal injury, unless the ACL applies and it was due to either TQ's breach of a non-excludable guarantee under the ACL (such as failure to provide services with due care or skill).
- 6. Medical assistance and information.** You authorise TQ, its medical contractors and any other third party medical service providers at the QTC to administer any medical assistance, treatment or transport you seek, or as is reasonably necessary in the circumstances (the costs of which you may be responsible for). In connection with such any assistance, you consent to the disclosure of your personal information and relevant medical details to TQ, TQ's insurers and any other relevant third parties. Personal information collected in these circumstances will not be used by TQ for marketing purposes.
- 7. Prohibited items.** For the comfort and safety of staff and visitors of the QTC, the following items are NOT permitted in the QTC without the express authorisation of TQ:
 - a) alcohol;
 - b) animals other than assistance animals;
 - c) musical instruments, whistles, loud hailer, amplification equipment;
 - d) drones, flares, fireworks, firecrackers, smoke bombs and laser pointers;
 - e) unauthorised promotional, commercial, political, religious or offensive items of whatever nature including clothing, banners, signs, symbols, leaflets or flyers; and
 - f) any other dangerous item or weapon.
- 8. Prohibited conduct.** For the comfort and safety of patrons and players, the following conduct is NOT permitted in the QTC without the express authorisation of TQ:
 - a) conduct towards any player, umpire, referee, other official or another patron in a manner which does, or is likely to, offend, insults, humiliates, intimidates, threaten, disparage or vilify that other person;
 - b) disruption or interruption to any match or other event or activity at the QTC;
 - c) damaging or defacing of any part of the QTC venue or any other person's property;
 - d) unreasonable disruption or interference or obstruction to patrons or TQ or other persons engaged in the operation of the QTC;
 - e) coaching activities with the aid of non QTC staff;
 - f) conducting public surveys or opinion polls, handing out promotional items, soliciting donations or subscriptions, other commercial or political disruption;
 - g) removal of footwear, shirts or public nudity/indecency; and
 - h) concealing identity with a scarf, balaclava, mask or other item unless for a religious, medical or other justifiable reason.
- 9. Smoking.** You must not smoke within the QTC.
- 10. Capture and use of image and personal information.** You consent to being photographed, filmed and recorded at the QTC. You acknowledge that in order to enhance security, surveillance equipment (including security cameras) are used in and around the QTC. You also consent to the use of any film, image or recording of you or any other personal information obtained by TQ at the QTC or in or around the QTC by TQ in accordance with the tennis privacy statement (located at <http://www.tennis.com.au/privacy-statement>) and the tennis privacy policy (located at <http://www.tennis.com.au/privacy>), which contain information about how you may access and seek correction of your personal information, how you can complain about a breach of your privacy and how the complaint will be dealt with. TQ may from time to time disclose your personal information to SQ, its commercial partners, broadcasters, media and news agencies, and law enforcement agencies without compensation or further notice.
- 11. Changes and Interpretation.** TQ may alter these conditions if such changes are reasonably necessary to address safety issues or otherwise protect TQ's legitimate interests by giving you notice (by posting it on TQ's website). These conditions do not exclude, restrict or modify the application of any provision of the ACL, where to do so would either contravene the ACL or cause any part of these conditions to be void. Any provision of these conditions which is invalid must be read down to the minimum extent necessary to achieve its validity or be severed from these conditions without invalidating or affecting the remaining clauses in these conditions.

If you have any queries, contact the QTC Customer Service by email at bookings@qldtc.com.au.