



## Australian Sports Museum Limited Ticketing Terms and Conditions: Additional COVID-19 Amendments

Valid from November 17, 2020

### Conditions of Entry

1. By purchasing or accepting tickets to the Australian Sports Museum, each patron acknowledges that, even with rigorous control measures in place at the Australian Sports Museum, there remains an unquantifiable risk of transmission of viral illness, including COVID-19.
2. By attending the Australian Sports Museum, each patron acknowledges that they have considered the health risks associated with their own personal circumstances, including any health condition or vulnerability that the patron may have, and the circumstances of persons with whom patrons may potentially be in close contact following attending the Australian Sports Museum.
3. Patrons acknowledge that, for some groups of people, COVID-19 has very serious health consequences.
4. The Australian Sports Museum Limited expressly relies on patrons to bring the health issue waiver (as described in paragraphs 1-3 above) to the attention of any guest(s) of the patron. The Australian Sports Museum Limited will rely on this health issue waiver and proceed on the basis that all patrons who attend the Australian Sports Museum acknowledge and accept these risks.
5. If a patron is feeling unwell, currently has any of the possible symptoms of COVID-19, has travelled overseas in the past 14 days, or has been in contact with a confirmed COVID-19 case in the past 14 days, or has undertaken a COVID-19 test recently with results pending, that patron must not seek to obtain entry to the Australian Sports Museum.
6. The Australian Sports Museum Limited strongly recommends that all patrons install the Australian Government COVIDSafe App on their mobile device, with Bluetooth activated, prior to, and during, the patron's attendance at the Australian Sports Museum.
7. Ensuring the health and safety of the community is of the utmost importance. Patrons acknowledge that if a patron appears to be unwell and exhibits any symptoms of COVID-19 or any other symptoms that may place persons at risk, or endanger or impact public health, that patron will be refused entry to, or may be evicted from, the Australian Sports Museum immediately by an Authorised Person.
8. Patrons must adhere to the following COVID Safe requirements while attending the Australian Sports Museum:
  - a. practice physical distancing, where patrons can stay at least 1.5m away from others;
  - b. wear a face mask in accordance with the requirements and directions issued by the Victorian Government and / or Chief Health Officer;

- c. implement hygiene practice and process (including, washing hands or using sanitiser regularly);
- d. cough or sneeze into the patron's elbow and dispose of tissues responsibly;
- e. comply with the "Rules of Play" released by the Australian Sports Museum Limited and otherwise displayed at the Australian Sports Museum; and
- f. comply with any health directions issued by the Victorian Government and / or the Chief Health Officer's in regards to COVID-19.

Patrons acknowledge that any failure to adhere to the above requirements may result in that patron being refused entry to, or evicted from, the Australian Sports Museum.

9. Each patron authorises the Australian Sports Museum Limited to collect and store that patron's personal information and data, and share it at any time with relevant authorities for the purposes of contact tracing.
10. If a patron has a medical certificate exempting them from the health directions issued by the Victorian Government and / or the Chief Health Officer, please contact Australian Sports Museum Limited on one (1) prior to the day of the Product, so that Australian Sports Museum Limited is able to confirm and facilitate that patron's entry to the Australian Sports Museum is on the day.

### **Collection and delivery of tickets**

The Australian Sports Museum is operating as a 'cashless' venue during current COVID-19 restrictions. Please be advised that cash is not accepted throughout the Australian Sports Museum and the surrounding precinct.

### **Refunds**

Australian Sports Museum Limited will offer a refund or exchange of an admission ticket if, on the date of the Product:

1. a patron, or a close contact (as defined by the Department of Health and Human Services) of that patron:
  - a. contracts the COVID-19 virus; or
  - b. feels or appears to be unwell in any way and / or exhibits any symptoms of COVID-19 or any other symptoms that may place persons at risk, or endanger or impact public health; or
2. the Australian Sports Museum is closed or has suspended its operations due to biosecurity measures, restrictions or directives imposed or given by the Federal Government, the Victorian Government, the Chief Health Officer or the Australian Sports Museum Limited.

Alternatively, patrons may, in the event of paragraphs (1) or (2) above and in their absolute discretion, elect to reschedule the Product in lieu of applying for a refund or exchange.

Patrons must apply for a refund or exchange or inform the Australian Sports Museum that the patron wishes to reschedule the date of the Product within a reasonable time. Proof of purchase may be required for any refund, exchange or rescheduling.