

Pier 2/3 Event Space

Conditions of Entry

These conditions of entry will be clearly visible at each site entry point.

Conditions of entry

- Colour Maze – Recommended age 2 -12.
- No food or drink allowed into colour maze (Bottled water is allowed)
- Capacity limits apply to some elements of the colour maze and wait times may occur.
- Babes in Arms policy: children 12months and under will be admitted free of charge.
- Prams are not allowed in the colour maze must be left in the designated parking area.
- An alternate route through the maze is available for those with access requirements.
- The Sydney Festival reserves the right to require any bag, container or item be inspected.
- Oversize items such as bags longer than 30cms and wider than 21cms, umbrellas, tripods, baby capsules, prams, helmets, luggage and shopping bags are not permitted within the Venue. Bags must be able to fit under a single theatre chair and must not be left unaccompanied at any time.
- Whilst present in the Venue, you must wear appropriate clothing and footwear at all times. You must not wear any hat or headwear in the Venue, except headwear that is recognised as part of your religious dress.
- Smoking and vaping is not permitted within the event site or the surrounding area. Smokers must move to Hickson Road.
- Persons wishing to bring personal items into the venue are to do so at their own risk. Sydney Festival will not be held responsible for any damages to, loss or theft of a person's personal property.
- Children (minors under 18) must be accompanied and supervised at all times by a responsible adult; a "Responsible Adult" is a person/adult supervisor over the age of 18 years and includes: parent, step-parent or guardian of the minor; the minor's spouse or de facto partner; a person standing in as the parent of the minor i.e. a grandparent, aunt/uncle or person in charge of an organised sporting or school group unless the event is Restricted to 18 years or older.
- Restricted 18 events, attendees must provide ID that displays age upon arrival. Accepted ID include: NSW Photo Card, Driver License, Passport, Government issued Proof of Age Card, Keypass (over-18) identity card issued by Australia Post.
- Patrons who cause a disturbance or refuse to comply with requests made by venue staff will be denied entry or asked to leave the venue. Any person who attempts to enter the venue after being asked to leave may be reported to Police.
- For the safety and security of patrons and staff, closed circuit television cameras are in use and recorded at this venue.
- Patrons consent to the Sydney Festival and/or third parties authorised by Sydney Festival taking photography and video for promotional purposes.
- Persons found to be engaging in unauthorised promotional or commercial activities in the venue will be requested to immediately cease such activity and may be asked to leave.

Refusal of entry

For the comfort, safety and enjoyment of all patrons, Sydney Festival reserves the right to remove patrons from site:

- Where you cannot produce a ticket for the event.
- Where you cannot produce proof of concession entitlement where a concession ticket has been purchased. Tickets can be exchanged to a full price ticket at the Venue, where you will be responsible for paying any difference in ticket price.
- Where you produce a ticket deemed to be fraudulent by the Venue or purchased from an unauthorised seller.
- Where you refuse to remain in your designated seat or area as listed on your ticket.
- Where you have in your possession and/or refuse to surrender to venue's staff any prohibited items including but not limited to photographic or recording equipment, dangerous items and food or alcohol that is not permitted to be brought into or used in the venue.
- Where you refuse to undergo a physical search or a search of your possessions when requested.
- Where you behave in a manner which causes or may cause property damage or that threatens or may threaten the safety of performers or other people, including as a result of intoxication.
- Where you behave in a manner that unreasonably interferes with other people's enjoyment of the event, including through the use of cameras, mobile phones, personal computers, paging devices or other electronic devices.
- Where Sydney Festival considers that there may be a health and safety risk to yourself or to others in your attendance at the venue or the event, including as a result of illness, personal hygiene, your support needs or other relevant factors. Where you have support needs to attend the Venue or the event, we encourage you to contact us in advance of the event, so we can assist in making your visit enjoyable.
- Where you otherwise breach these Terms and Conditions or fail to follow the reasonable directions of venue staff.
- In the event that you are refused entry or required to leave the venue, tickets may not be refunded or exchanged except as required by law (including the Australian Consumer Law)

Restricted/prohibited items

The following items are not permitted to be brought into the venue:

- Glass or cans.
- Alcoholic beverages, illegal substances, cigarettes and vapes.
- Flares, fireworks, explosives, smoke bombs or other flammable devices.
- Laser pointers.
- Knives, weapons or other items that could be used as weapons.
- Cameras and audio/visual recording devices (for commercial purposes) including tripods.
- Oversized banners and flags.
- Whistles, hooters and horns.
- Streamers, confetti or shredded paper.
- Scooters, roller skates, skateboards and bicycles.
- Drones or unmanned aerial vehicles.

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- Animals (other than certified service animals).
- External/ Commercial food and drink.
- Any other item that could cause harm or public nuisance or that could interfere with the event.