

2020 TOYOTA AFL GRAND FINAL BOOKING FORM



Thank you for booking with the AFLEO. Please carefully read these conditions as they form the basis for the AFL Event Office ('AFLEO') accepting the booking.

IMPORTANT INFORMATION

- All prices are in Australian dollars, inclusive of Australian Goods and Services Tax (GST) calculated at the current rate of 10% (subject to change).
- Please check the spelling of names to ensure they match the individual's passport, driver's licence or photo identification.
- In relation to all bookings where more than one passenger is travelling, the person making the booking on behalf of his/her travelling companions will be deemed to have accepted the booking conditions on behalf of all of his/her travelling companions.
- In relation to bookings including a child under the age of 18, please note that all functions take place in a corporate environment, and the parent/guardian is at all times responsible for their children.

IMPORTANT INFORMATION RELATED TO COVID-19

During your attendance at the 2020 Toyota AFL Grand Final, you must comply with any direction given by the AFL (or AFLEO on behalf of the AFL) and the venue, including in relation to social distancing requirements, and any direction or guidance given by the government, including any and all directions of the Queensland Government Chief Health Officer's under section 362B of the Public Health Act 2005 (Qld), in relation to the current COVID-19 outbreak.

Notwithstanding any other provision of these terms and conditions, should the 2020 Toyota AFL Grand Final be cancelled due to COVID-19, you will receive a refund of payment made to AFLEO for your package.

Should crowd numbers at the 2020 Toyota AFL Grand Final need to be reduced for any reason, including due to a Queensland State Government adjustment to COVID-19 social distancing restrictions, any 2020 Toyota AFL Grand Final package purchase may be subject to either a reduction in quantity or full cancellation. Any customer who has their package either reduced or cancelled will receive a refund proportionate to their reduced package numbers, or in the event of cancellation a full refund for the that package.

Individual name, mobile number and email (or address where individual does not have an email account) will be required for all patrons purchasing **The Verandah, Premiers Lounge, The Ultimate, Before the Bounce and the Grand Final Series Pass. Please be prepared with this information before proceeding with a booking. You will not be able to complete your booking without providing this information.**

Unless otherwise advised by AFLEO, patrons purchasing **Corporate Suites, Outdoor Boxes, Gabba Room, Member's Dining, Champions Room or Queensland Room** packages are able to provide contact details for the purchaser only (name, mobile number and email (or address where purchaser does not have an email account)), and the AFL Event Office will contact you to obtain all guests' names, mobile numbers and emails (or addresses where guest(s)

do not have an email account). You must provide this information to AFLEO and ensure that it is accurate.

You acknowledge, even with rigorous capacity and control measures in place at matches, there remains an unquantifiable risk of transmission of viral illness including COVID-19 at a match at this time and you have considered that risk and your own personal circumstances, including any health condition or vulnerability that you may have or that of persons whom you will be in close contact with following your attendance at a match. You acknowledge that, for a small number of people, COVID-19 has very serious health consequences. By attending a match, you (and any persons who attend the match with you) acknowledge and accept these obvious risks.

All personal details are collected in line with the AFL Privacy Policy and AFL Event Office Privacy Policy.

TICKET INFORMATION

2020 Toyota AFL Grand Final tickets are sold subject to published AFL Conditions of Entry to the Venue. If you have not received these conditions, please contact the AFLEO team to request a copy.

- The provisions of the *Major Sports Facilities Act 2001 (Qld) (Major Sports Facilities Act)* apply to the 2020 Toyota AFL Grand Final at The Gabba. AFLEO is authorised by the AFL to sell and/or distribute 2020 Toyota AFL Grand Final tickets (AFL Authorisation Code – OSALF 20/20). The Major Sports Facilities Act must be strictly complied with in relation to use of your tickets.
- 2020 Toyota AFL Grand Final ticket(s) may not, without prior written authorisation of the AFL, be re-sold at a premium or used for advertising, promotion or other commercial purposes (including competitions or trade promotions). If the ticket is sold in breach of these conditions, the ticket will be void and will not entitle the holder to admission to the event.
- Once this form is submitted, tickets cannot be refunded or exchanged under any circumstances.

TICKET COLLECTION

Following full payment, 2020 Toyota AFL Grand Final tickets will be made available for collection from the AFLEO Ticket Collection Centre in Brisbane. Each individual within the booking is required to collect their own ticket, in person, from the Ticket Collection Centre. Please note, tickets are not able to be collected by one person, on behalf of other people within the booking. Photo identification will be required. Location details, dates and times for the Ticket Collection Centre will be communicated via email in the lead up to the 2020 Toyota AFL Grand Final.

TERMS OF PAYMENT AND CANCELLATION

Payment in full can be made at the time of booking using credit card or BPAY. An invoice can also be issued for payment (full payment is required within 24 hours), see Methods of Payment below. All payments made are non-refundable.

NOTE: Once a booking is requested the package purchaser is responsible for full payment; a booking cannot be cancelled under any circumstances.

METHODS OF PAYMENT

All payments must be made in Australian dollars; payment in any other currency will not be accepted.

Payment by Credit Card

AFLEO accepts Visa/MasterCard and American Express Credit Card processing fees apply to each payment as follows: Visa/MasterCard 1.35% of the amount payable and American Express 2.35% of the amount payable.

Please note: the credit card used to pay for the booking must belong to the person in whose name the booking is held and must also be attending the event.

NOTE: The AFLEO accepts no responsibility for invalid credit cards or the fraudulent use of credit cards. Any loss incurred under these circumstances would be the responsibility of the Club / Authorised on-seller.

Payment by BPAY

BPAY payments are available - a fee of \$1.15 per booking applies. If BPAY is selected as the preferred method of payment you will receive a confirmation email from the AFLEO with a Biller Code and the package purchaser's individual BPAY payment reference number. This information is required to make the payment via telephone or internet banking.

Payment via BPAY must be received within 24 hours. Please ensure the package purchaser calls his/her bank, credit union or building society if they are unsure how to use BPAY.

Payment by Invoice

You can request the AFLEO to issue an invoice for payment and full payment will be required within 24 hours. Payment can be made by direct deposit (EFT). You will receive a confirmation email from the AFLEO together with the invoice.

Payment by Direct Deposit

AFLEO bank account details are listed below. The AFLEO is not liable for remitting bank fees; please make any arrangements necessary to cover such fees. Bank: ANZ Banking Group (116 Miller Street, North Sydney) Branch (BSB) Number: 012361 Account Number: 2291 75132 Account Name: AFL Event Office For International bank transfers please include Swift Code ANZBAU3M

PRIVACY

All personal information you provide will be managed by the AFL in accordance with the AFL's Privacy Policy which is available at www.afl.com.au/privacy and may be disclosed by the AFL in accordance with the AFL's Privacy Policy and/or used for promotional and marketing purposes. By providing your personal information you agree to such use by the AFL.

CONSUMER PROTECTION

General Travel Group Pty Ltd, trades under license from the AFL as AFL Event Office (AFLEO). All AFLEO clients are protected under Australian Consumer Law; for further details click here to visit the ACCC website.

AGREEMENT

These Booking Terms and Conditions (effective September 2020) supersede any previous version published by the AFLEO. In making this booking and/or amendments thereto, I agree to be bound by the Booking Terms and Conditions. Any prior arrangements agreements representations or undertakings are superseded.

LAW OF CONTRACT

These Booking Conditions are governed by the laws of Victoria and any action arising under them or in any way connected with the travel arrangements may be bought only in a court in Victoria, subject to any law which is expressly inconsistent with this.

AFLEO CONDITIONS OF RESPONSIBILITY

AFLEO, a division of General Travel Group Pty Ltd ABN 85 003133 551 and/or their subsidiaries and/or associated companies, give notice that all final travel documentation, tickets and coupons issued by them, or on their behalf are supplied as agents, and all arrangements for hotel accommodation, entry tickets, transport and conveyance are supplied upon the express conditions that they are not liable for any injury, damage, loss, accident, delay, sickness howsoever caused or occurring to persons or to property.

AFLEO and/or their subsidiaries and/or associated companies gives notice that should any damage be caused by the passenger to the property, contents or grounds of the hotel accommodation, or to the property of a third party supplier in carrying out the arrangements of the tours, the costs of repairing any damage caused by the passenger will be the responsibility of the passenger and must be paid to AFLEO forthwith by the passenger.

AFLEO and/or the subsidiaries and/or associated companies accept no responsibility for loss or additional expenses for any failure to perform or delay if that failure or delay is due to anything beyond their reasonable control. Should there be any disruptions or delays to any service to be provided it will be the responsibility of the passenger to contact AFLEO or the Agent/Operator.

AFLEO and/or their subsidiaries and/or associated companies give notice that if passengers are attending an event that the event tickets will be subject to Conditions of Entry to the Venue. These conditions are available by contacting AFLEO, Level 7, 11 Queens Road, Melbourne, Victoria, Australia 3004. Tel (03) 7035 3790 Email: info@afleventoffice.com.au. This clause does not exclude or limit the application of any statutory provision where to do so would contravene that statute or cause any part of this clause to be void.

AFLEO and/or the subsidiaries and/or associated companies excludes all implied conditions and warranties except any implied condition or warranty the exclusion of which would contravene any statutory provision or cause any part of this clause to be void.

AFLEO and/or the subsidiaries and/or associated companies liability is limited, where it is liable, to refunding the price of the service or product.

WITNESS HEROES BECOME IMMORTALS