POLICY STATEMENT

TITLE: **Conditions of Entry**

SCOPE

This policy applies to any person entering a VenuesWest self-managed venue (excluding RAC Arena which operates under the RAC Arena Conditions of Entry).

This policy does not apply to co-managed or partner-managed venues to which external operators have been appointed to manage on behalf of VenuesWest.

This policy must be read in conjunction with:

- Conditions of Entry Matrix
- Patron Refusal of Entry, Removal and Banning Policy (This policy due for next review June 2028)

POLICY STATEMENT

VenuesWest is committed to providing a safe and enjoyable environment for all patrons and employees. In support of this, entry to VenuesWest venues is subject to specific conditions. These conditions are intended to allow all patrons to enjoy VenuesWest facilities without adversely impacting others.

PRINCIPLES

The application of this policy is defined, guided, and supported by the following principles:

1. Conditions of entry apply to all users of the facilities including, patrons, contractors, spectators and volunteers.
2. Access to facilities is limited to persons undertaking an activity related to the venue.
3. Conditions of entry may vary between venues and general operations and event requirements.
4. Conditions outlined in this policy and supporting matrix should be read and applied in conjunction with any applicable promoter or hirer conditions of entry or ticketing conditions.
5. Tickets are subject to resale restriction under the *Ticket Scalping Act 2021* (WA).
6. Conditions of entry requirements will be communicated through on-site static signage, event messaging, the ticketing agent website and the VenuesWest website and social media channels.
7. VenuesWest reserves the right to maintain patron access and enhance security via:
    a. Screening equipment and/or personal checks, including proof of age
    b. Inspection of bags, mobility equipment, and/or articles of clothing
    c. The operation of surveillance equipment within and surrounding venues, including Closed Circuit Television (CCTV), security/body-worn video cameras and the use of canine units.
    d. Refusal of entry, removal and/or banning of any patron who does not comply with the conditions of entry or engages in prohibited conduct.
8. By entering venues, patrons:
    a. Are deemed to have read and understood the expectations for compliance with the conditions of entry to the venue and/or event and that failure to comply may result in refusal of entry, removal, banning, and/or criminal charges
    b. Are deemed to understand that their personal image/information may be collected on CCTV or other electronic devices for the purpose of venue security and public safety and the footage may be provided to law enforcement and emergency services agencies.

c. Accept that they are entering the venue at their own risk and, to the maximum extent permitted by law, VenuesWest will not be responsible for any loss, damage, harm or injury resulting from their entry into the venue.

d. Consent to their image, likeness or voice being captured during an event and used as part of any recording of the event and any other purpose by VenuesWest without compensation.

DEFINITIONS

TERM	MEANING
Closed Circuit Television (CCTV)	A surveillance system in which several cameras are connected through a closed circuit. The footage taken by the cameras is sent to a television monitor or recorder.
Customer Facing Employees	Front-line service delivery employees and contractors employed/engaged by VenuesWest for the purpose of undertaking duties associated with monitoring conditions of entry requirements.
Hirer	A person or entity that hires venue space and/or equipment and services from VenuesWest.
Promoter	A person or entity that hires a venue for the purpose of an event.
Self-Managed Venues	Venues owned, managed, and operated by VenuesWest.
Venue and Event Managers	Representatives of VenuesWest delegated with responsibilities for monitoring and ensuring conditions of entry are enforced.

AUTHORITY

Western Australian Sports Centre Trust Act 1986

Public Sector Management Act 1994

PRIVACY

VenuesWest collects information for the purpose of establishing and maintaining employee and personnel records. Personal information will not be passed onto any third party unless prior approval is obtained from the individual or unless legally required to do so. Information is collected in accordance with the principles of the *Privacy and Responsible Information Sharing Act 2024* (WA), *Privacy Act 1988* and the *Freedom of Information Act 1992* (WA).

COMPLAINTS/GRIEVANCES

Complaints relating to a breach of privacy will be investigated internally by the most appropriate person depending upon the nature of the inquiry. If you wish to complain about any breach or potential breach of the privacy policy or the Australia Privacy Principles, you should contact us by:

• Calling - 9441 8222

• Emailing - privacy@venueswest.wa.gov.au

• Contacting our Privacy Officer directly at Perth High Performance Centre, 100 Stephenson Avenue, Mount Claremont WA 6010

Complaints will be managed in accordance with the following VenuesWest policies:

- Customer service and feedback policy – for matters involving customers, clients, patrons, members of the public, visitors, and external stakeholders.
- Grievance resolution policy – for matters involving employees of VenuesWest

FURTHER INFORMATION

Should you require further information, please go to the 'Contact' page on our website: www.venueswest.wa.gov.au

Alternatively, you may contact us by:

- Calling (08) 9441 8222
- Emailing contactus@venueswest.wa.gov.au
- Visiting our Customer Service team at Perth High Performance Centre, 100 Stephenson Avenue, Mount Claremont, WA, 6010