

## TERMS AND CONDITIONS

### Art Gallery of South Australia, Neo

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The following conditions determine the supply of all tickets to Neo events that are issued by the Art Gallery of South Australia (AGSA), or the AGSA's authorised RSVP ticket supplier, and allow access to the venue where the Event is held.

#### BY BOOKING A TICKET TO NEO, YOU AGREE TO THE FOLLOWING CONDITIONS:

1. a) The Event is a 13-17 years of age event only. You agree that you are aged between 13 years and 17 years at the time of attending the Event. If you are aged older than 18 years, you may be refused entry to the Event.  
b) Attendees aged 12 years, and 18 years, are at times permitted to attend Neo. This allowance is to be made on a case by case basis at the discretion of the AGSA. Please contact AGSA on (08) 8207 7109 to confirm.
2. If you, the individual booking or holding the ticket to the Event are under 18 years old, you must have parental/guardian approval to book the ticket and attend the Event and further, your parent/guardian must read and consent to the Terms and Conditions. If you have booked and are holding a ticket to the Event and are under 18 years old, we expect it is with parent/guardian consent.
3. You may be required to present one acceptable proof of age ID to enter the Event and Venue, such as:
  - a valid Student ID card
  - a Learners Permit Driver's Licence
  - a Provisional Driver's Licence
  - Passport
  - Colour photocopy of a Passport that has been signed and stamped by a Justice of the Peace
  - Plastic or Laminated School ID
  - STA student ID Card
  - Proof of age card
  - Photocopy of Birth Certificate along with colour photo (copy or original is fine), both signed and dated by a Justice of the Peace
4. The Event is an alcohol free, smoke free and drug free Event;
5. You must present a valid ticket to gain entry to the Event.

The AGSA will document the event for the purposes of marketing and promotion. By entering the Event and Venue, you give consent for photographs or recordings of the event in which you appear to be used for promotional purposes for the AGSA, Neo and collaborating partner organisations where applicable. Please contact AGSA on (08) 8207 7109 or email [neo@artgallery.sa.gov.au](mailto:neo@artgallery.sa.gov.au) if you have any questions.

There are restricted capacities of attendee numbers at Neo Events. Once capacity is reached there will be no further admissions.

6. You will be signed up to Neo e-news and limited data will be shared with collaborating partner organisations where applicable (Name, State, Email).

## **Your property**

Whilst at the Event, 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. A free cloakroom may be provided at the Event which attendees are encouraged to use.

All due care is taken of belongings left by attendees in the cloakroom, but no responsibility is accepted by AGSA. You must not leave bags or packages unattended at any time. For safety reasons, any unattended bags or packages may be removed.

## **Your safety**

You are admitted to the Event and Venue at your own risk. The Event is coordinated and managed with all due care and skill; however, AGSA will not be liable for any loss or damage (including any direct, indirect or consequential loss or damage) or for any personal injury.

In the event of an emergency situation or evacuation, you must follow all official directions by AGSA staff & security.

Whilst at the Event and in the Venue you must take care to protect your safety and the safety of others. You are required to take appropriate care for your sun protection and hydration. You must wear appropriate footwear and clothing at all times.

Volume levels on the Sculpture Terrace or other outdoor areas at Neo events vary as live music may be programmed. AGSA recommends that you take appropriate care for your hearing protection, including using earplugs.

If you feel at any time your own or anyone else's health or safety is threatened, you should contact the nearest Security Staff, AGSA Staff or Neo Ambassador. If you feel at any time uncomfortable with partaking in a programmed activity or experience at the Event you should immediately desist.

It is the responsibility of the attendee or parent/guardian of the attendee to inform AGSA if:

1. You have a food allergy which could potentially put your health at risk.
2. You have a specific need which may require attention or special care.

Participant information can be provided to AGSA on (08) 8207 7109 or email [neo@artgallery.sa.gov.au](mailto:neo@artgallery.sa.gov.au)

Any participant information provided to AGSA regarding health or other private details will be treated as strictly confidential.

## **Access**

All areas of the Gallery are accessible by wheelchair with lift and/or ramp access to some levels. Please contact the nearest Security or AGSA Staff member for assistance.

Wheelchairs can be borrowed free of charge while visiting the Gallery. Please call 8 8207 77076 before you visit to reserve a wheelchair or for any access queries.

Disability toilets are located inside the front entrance (near the Information Desk) and on the Courtyard Level (next to the Cloakroom).

Disability parking is available nearby at:

**Wilson Parking** North Terrace, level 1 near lift (parking fees apply), 80 metres from the Gallery.

**U-Park** Gawler Place, every level near lift (parking fees apply), 300 metres from the Gallery.

**Adelaide University**, north side of Physics Building – enter by Gate 13 off Kintore Avenue (free but only three spaces, subject to availability), 80 metres from the Gallery. A valid disability parking permit must be displayed.

We welcome guide dogs and assistance dogs.

### **First Aid**

AGSA Front of House and Security staff members have current Senior First Aid Certificates. In the instance of a more serious accident, you agree that AGSA will take whatever steps appear necessary to ensure the wellbeing of the affected person, including any emergency medical treatment and ambulance transportation.

Emergency Contacts will be notified of any accident, injury, trauma or illness involving the participant. Parent/Guardian/s are to cover any costs of any emergency medical treatment and ambulance transportation.

### **Travelling to and From the Event**

AGSA recommends traveling to and from the Event in groups.

AGSA may be able to arrange (upon request, decided on a case by case basis at the discretion of AGSA, at the expense of the parent/guardian) a taxi for participants to take home.

### **Sign-in, Drop-off and Pick-up**

Neo participants must sign-in to attend a Neo event. Participants must sign-out before exiting the Neo event. When signing participants out before the close of the event, AGSA Staff may either text or call the registered contact number to communicate that the participant is departing early. This contact is to be made on a case by case basis at the discretion of the AGSA Staff.

AGSA is not responsible for any participants who arrive prior to an event, or participants who have not be collected 15 minutes or more following a Neo event. If a participant has not be collected following 15 minutes after the event finish time (unless other arrangements for departure have been made between parent and participant), the emergency contact will be called to pick-up the participant.

### **Behaviour**

Participants are expected to observe [Art Gallery of South Australia policy/regulations](#). In the event that AGSA regulations are not observed by the participant, emergency contact will be contacted and participants must be collected by parent/guardian/contact. AGSA reserves the right to exclude, reject, or permanently ban from the Gallery any participant attending an Event who behaves in an objectionable manner, or who may put at risk any part of the AGSA's collection.

## **Damages**

AGSA has public liability insurance that covers any incident that may lead to a damages claim and for which the Gallery and its staff are deemed responsible.

AGSA will not accept responsibility for damage to or loss of items left in the Art Gallery prior to or after an event held in its premises. All items belonging to participants attending an event must be claimed and removed from the Art Gallery within twenty-four hours.

The participants are responsible for any damages occurring to the Art Gallery of South Australia or the property of the AGSA during a Neo event. All breakages will be invoiced to the participant's parent/guardian. The AGSA will not be responsible for any loss or injury, whatsoever which may be suffered by the participants prior to, during or after the event.

AGSA reserves the right to alter any of the conditions aforementioned.