

# Terms and Conditions of Ticket Sale and Entry

- 1 These terms and conditions of ticket sale and entry ("**T&Cs**") apply to the sale of tickets sold by SportsHub Pte Ltd ("**SportsHub**"), as venue owner and ticketing agent. The promoter ("**Promoter**") is responsible for producing, promoting or providing the competition, event, show, performance, attraction or other activity ("**Event**") staged at the premises specified on the front of the ticket ("**Venue**") and for which the ticket is sold ("**Ticket(s)**"). These T&Cs are available at [www.sportshub.com.sg](http://www.sportshub.com.sg), SportsHub box offices and SportsHub authorised points of sale (the website, box offices and authorized points of sale collectively "**Authorised Ticket Outlets**").
- 2 By purchasing and/or using the Ticket, the ticket purchaser ("**Ticket Purchaser**") is deemed to have accepted and agreed to be bound by these T&Cs. If the Ticket Purchaser is purchasing Tickets on behalf of others ("**Third Parties**"), it is the Ticket Purchaser's responsibility to draw to each Third Parties attention these T&Cs and where they are available for viewing (Ticket Purchaser and Third Parties collectively "**Ticket Holders**"). Each Ticket Holder agrees to be bound by these T&Cs.
- 3 **Prohibition against Ticket on-selling, unauthorised tickets and use of tickets**
  - 3.1 Tickets cannot be transferred, resold in any manner or offered for resale at a premium or otherwise, used for or in connection with any form of commercial or trade purposes (including but not limited to advertising, promotion, contest or sweepstake), or used for or in connection with any charitable purposes, such circumstances being grounds for seizure and cancellation of Tickets without refund or compensation and entry will be denied.
  - 3.2 Tickets may only be purchased from the Authorised Ticket Outlets.
- 4 **Event program, alteration and seating**
  - 4.1 Any complaint regarding the Event, its production or quality shall be directed solely to and dealt with by the Promoter. SportsHub has no liability in respect of any such claims, save when SportsHub is Promoter of the Event.
  - 4.2 The Promoter may add, withdraw, reschedule or substitute artists or players (where applicable) or vary advertised programmes, prices, Event times, venues, seating arrangement or audience capacity without refund or any compensation to the Ticket Holder.
  - 4.3 The Promoter and/or SportsHub may postpone, cancel, interrupt or stop the Event, due to adverse weather, dangerous situations or any other causes beyond its reasonable control without refund any compensation to the Ticket Holder.
- 5 **Safety**
  - 5.1 For the comfort, safety and enjoyment of all patrons, staff and event participants, Ticket Holders must at entry and also whilst inside the Venue:
    - 5.1.1 comply with the directions or announcements from SportsHub's staff and any other requirements relating to access and safety given by SportsHub or authorities;
    - 5.1.2 maintain safe, prudent and respectful behaviour at all times;
    - 5.1.3 be responsible for personal items. Neither the Promoter nor SportsHub will be responsible for any damage to, loss or theft of a Ticket Holder's personal property.
  - 5.2 Ticket Holders attending the Event do so at their own risk, and voluntarily assume all risks and danger incidental to the Event. Neither SportsHub nor the Promoter is responsible, or accepts any liability for any direct or indirect loss, accident, damage, personal injury, death or health problem (whether arising directly or indirectly from any existing medical condition or otherwise), including that of any children under their care, associated with attending the Event.
- 6 **Entry and Exclusion**
  - 6.1 Each Ticket Holder must have a Ticket to gain admission. Tickets are non-transferable except with the prior written permission of SportsHub or the Promoter.
  - 6.2 Venue re-entry will not be permitted, unless otherwise stated.

- 6.3 The Ticket does not include anything (including without limitation accommodation, refreshment etc.) other than the entry to the Event, unless otherwise stated.
- 6.4 Late arrivals may result in non-admittance until a suitable break is available for the Event, as determined by SportsHub or Promoter, and no refund or other compensation will be made.
- 6.5 SportsHub reserves the right, at all times and at its sole discretion, to refuse entry or remove any person from the Venue. This includes, but is not limited to the following circumstances:
  - 6.5.1 Ticket is damaged, defaced, forged, copied, associated with any Unauthorised Use or not purchased from an Authorised Ticket Outlet;
  - 6.5.2 the presence of the person would be detrimental to or compromises safety at the Event;
  - 6.5.3 person is deemed to be disorderly, intoxicated and/or under the influence of drugs;
  - 6.5.4 persons wearing or displaying commercial, political or offensive signage or logos, except for official merchandise or other Event related clothing worn in good faith;
  - 6.5.5 entry to the Venue, or an area prohibited to the general public within the Venue, was unauthorised or obtained illegally;
  - 6.5.6 person refuses to be inspected or submit its belongings for inspection for prohibited items;
  - 6.5.7 adverse weather, dangerous situations or any other causes that will affect the safety of patrons.
 No refund or compensation will be made under any of these circumstances.

## 7 Restricted / Prohibited Items and Activities

Conditions of Entry apply at the Sports Hub and there are restricted/prohibited items and activities which are not permitted in the Venue: please click on the following Venue links:

National Stadium:  
[www.sportshub.com.sg/nst-coe](http://www.sportshub.com.sg/nst-coe)

Splash-N-Surf:  
[www.sportshub.com.sg/sns-coe](http://www.sportshub.com.sg/sns-coe)

Indoor Stadium:  
<http://www.sportshub.com.sg/SIS-COE>

OCBC Arena (Events):  
[www.sportshub.com.sg/arena-events-coe](http://www.sportshub.com.sg/arena-events-coe)

OCBC Aquatic Centre (Events):  
[www.sportshub.com.sg/aqc-events-coe](http://www.sportshub.com.sg/aqc-events-coe)

OCBC Arena (non-Events):  
[www.sportshub.com.sg/arena-nonevent-coe](http://www.sportshub.com.sg/arena-nonevent-coe)

OCBC Aquatic Centre (non-Events):  
[www.sportshub.com.sg/aqc-nonevent-coe](http://www.sportshub.com.sg/aqc-nonevent-coe)

Sports Hub Gym:  
[www.sportshub.com.sg/arena-gym-coe](http://www.sportshub.com.sg/arena-gym-coe)

Precinct  
[www.sportshub.com.sg/precinct-coe](http://www.sportshub.com.sg/precinct-coe)

Water Sports Centre  
[www.sportshub.com.sg/wsc-coe](http://www.sportshub.com.sg/wsc-coe)

Museum  
[www.sportshub.com.sg/ssm-coe](http://www.sportshub.com.sg/ssm-coe)

Community Facilities  
<http://www.sportshub.com.sg/COMMUNITY-COE>

## 8 Personal Data

SportsHub collects personal information about each Ticket Purchaser which is necessary for it to manage and operate the Venue and Events. Further details on the use of personal information are provided in SportsHub's Privacy Policy which is available at [www.sportshub.com.sg/privacy-statement](http://www.sportshub.com.sg/privacy-statement) and the Authorised Ticket Outlets.

## 9 Ticket delivery and collection

- 9.1 A Ticket Purchaser can elect to receive their Tickets by:
  - 9.1.1 print-at-home;
  - 9.1.2 collection from the Indoor Stadium Authorised Ticket Outlets (2 Stadium Walk, Singapore Indoor Stadium Singapore 397691; opening hours: Monday to Saturday 10:00am-8:00pm; Sundays and public holidays 12:00pm – 8:00pm);
  - 9.1.3 collection from National Stadium Authorised Ticket Outlets (1 Stadium Drive #01-K1 and #01-K2, National Stadium, Singapore Sports Hub, Singapore 397629; opening hours: *EVENT DAYS ONLY*: three (3) hours prior to start time of Event until one hour after start time of Event);
  - 9.1.4 collection from OCBC Arena Authorised Ticket Outlets (5 Stadium Drive, OCBC Arena, Singapore Sports Hub, Singapore 397631; opening hours: *EVENT DAYS ONLY*: three (3) hours prior to start time of Event until one hour after start time of Event);

- 9.1.5 collection from OCBC Aquatic Centre Authorised Ticket Outlets (7 Stadium Drive, OCBC Aquatic Centre, Singapore Sports Hub, Singapore 397632; opening hours: *EVENT DAYS ONLY*: three (3) hours prior to start time of Event until one hour after start time of Event);
- 9.1.6 delivery by courier or postal service. Via this delivery method, Ticket Purchaser must provide a valid street address and for courier service, a duly authorized representative must be available to sign for and receive the Tickets during normal business hours (Monday-Friday 9:00am – 5:00pm). SportsHub will not accept responsibility for Tickets lost or misplaced by the courier or postal company. Ticket Purchasers who do not receive their Tickets forty eight (48) hours before commencement of the Event should call the ticketing hotline on (+65) 3158 7888 to enquire about alternative collection/replacement of Ticket. Additional charges may apply.
- 9.2 SportsHub shall be entitled to suspend or cancel, without refund or other compensation, any online transaction on suspicion of use of fraudulent or unauthorised credit card and/or to prevent the delivery of Tickets which are subject of a suspected illegal transaction, in which event, SportsHub shall not be liable for any loss or damage whatsoever arising therefrom.

## 10 No refunds or exchanges

- 10.1 No refund will be made under any circumstances, except at Promoter's discretion if the Event is postponed or canceled, and then according to Promoter's refund policy. Conditions of refund are available at the Authorised Ticket Outlets and will apply only to the Event for which the Ticket has been purchased.
- 10.2 No exchange of Tickets will be made unless the Event is postponed and then only in accordance with the Promoter's ticket exchange policy applicable to the said Event. Conditions for exchange will be available at the Authorised Ticket Outlets.
- 10.3 Ticket Holders must keep Tickets safe and in good condition as a duplicate Tickets cannot be replaced if lost, stolen, or destroyed unless otherwise agreed by SportsHub or Promoter and fees may apply.
- 10.4 Tickets are not redeemable for cash.

## 11 Miscellaneous

- 11.1 Persons under 18 years of age should seek parental consent before purchasing Tickets from the Authorised Ticket Outlets ("**Transaction**"). Each Ticket Purchaser making a Transaction certifies that they are at least 18 years of age and that they have read and understood these T&Cs.
- 11.2 New Era Tickets Asia Pte Ltd will be processing the credit and/or debit transactions of each Ticket Purchaser. The Ticket Purchaser's card statement will display "Sports Hub Tix".
- 11.3 These T&Cs shall be governed by the laws of the Republic of Singapore. By agreeing to these T&Cs, Tickets Holders agree to submit to the exclusive jurisdiction of the courts of Singapore.
- 11.4 If any provision of the T&Cs is found to be invalid or unenforceable by a court, the invalid or unenforceable provision shall be severed or amended in such a manner as to render the rest of the provision and remainder of the T&Cs valid and enforceable.
- 11.5 SportsHub may hold liable for prosecution any person who breaches any of the above T&Cs.
- 11.6 Please note the above T&Cs may vary between Events and will be reflected on the specific Event page or at [www.sportshub.com.sg](http://www.sportshub.com.sg) or at the Authorised Ticket Outlets.
- 11.7 SportsHub reserves the right to update, modify or change these T&Cs from time to time. Any change will be available at [www.sportshub.com.sg](http://www.sportshub.com.sg) and the Authorised Ticket Outlets.
- 11.8 If there is any conflict between the terms and conditions printed on the Tickets and the above T&Cs, then the above T&Cs shall prevail. If there is any conflict between the terms and conditions printed on the Tickets and the above T&Cs as varied between Events and reflected on a specific Event page or at [www.sportshub.com.sg](http://www.sportshub.com.sg) or at the Authorised Ticket Outlets ("**Amended T&Cs**"), then the Amended T&Cs shall prevail.