

Conditions of Entry

Division Name - Operations

Procedure Details

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Responsible Officer	Chief Operating Officer	Review Frequency	[Review Frequency]
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Purpose

In these Conditions of Entry (Conditions) a reference to:

- A. **we, us**, or **VCET** means the Victorian Convention and Event Trust, its employees, agents, officers, and other authorised representatives; and VCET
- B. **you** or **your** refers to you, or any person with you, including any dependents or children under your supervision.

We are committed to providing you with the best experience possible and appreciate your commitment to ensure your welfare and safety and those around you.

We welcome everyone to Melbourne Convention and Exhibition Centre or Nyaal Banyul Geelong Convention and Event Centre and the external areas which we manage (Premises), but we ask that you comply with these Conditions and follow our reasonable directions as well as any signage to your entry and use of the Premises. We reserve the right to deny entry to or remove any person from the Premises, including those who do not comply with these Conditions.

To ensure the safety of our visitors remains contemporary, we reserve the right to change these Conditions without notice and at our discretion.

Acceptable Behaviour

You must behave in a manner that does not interfere with the safety and enjoyment of others whilst on the Premises. Specifically, you must not:

- behave in a manner which causes or may cause property damage or that threatens or may threaten the safety of our customers (and their contractors) or any other persons.
- behave in a manner that unreasonably interferes with others' enjoyment of the Premises including, but not limited to through the use of cameras, mobile phones, personal computers, paging devices or other electronic devices, unreasonably disrupting any Event held on the Premises, obstructing the view of a seated patron by any means or conducting public surveys or opinion polls, handing out promotional items or soliciting donations, subscriptions or petitions or other commercial or political disruption or activity.
- behave in a manner deemed by us to be displaying offensive, disorderly or unlawful behaviour.
- behave in a rude or aggressive manner to any other person including our staff (any service issues should be directed to us through our established complaints processes).
- use foul or abusive language or make racial or threatening remarks or gestures.
- engage in any criminal activity.
- enter any restricted internal area without our proper authorisation.
- disobey any reasonable or lawful direction we, an authorised officer or Victoria Police may give, including removing or restricting you from the Premises.
- fail to comply with these Conditions.

Video and Photographs

When you attend our Premises, you enter an area where photography, audio and video recording may occur. By entering the Premises, you consent to your image and likeness being taken and used by us for marketing and related purposes, including on our website and social media channels without compensation or further notice. All recordings are our sole property, and you release us from liability arising on account of such usage.

Security cameras also operate on the Premises for your safety, and you acknowledge that you may be filmed when attending the Premises.

If you do not wish to appear in any film or photos, please inform a staff member at the Customer Service desk so we can take appropriate steps to ensure you are not included.

For further information about how we use personal information, see our Privacy Statement.

Images taken of the Premises with a camera, mobile phone or other wireless device cannot be used for any purpose other than for private and domestic use. You must not sell, license, publish or otherwise commercially exploit photographs.

Taking and/or publishing video footage of any Event via any means is forbidden (including sharing on social media channels). Production, transmission, or distribution of broadcasts or narrowcasts of any images, footage, sounds or data from the Premises by any means in any format or media is not permitted.

Health and Safety

- **Restrictions on entry to the Premises – concealing your identity.**

We or our authorised officers reserve the right to inspect your bags or clothing or conduct reasonable personal checks of any person either at the entry to the Premises or within the Premises at any time.

Unless you have a religious, medical, or other justifiable reason for doing so or as directed by Government directives, you must not attempt to conceal your identity with a scarf, balaclava, mask, motorcycle helmet or other item either at the entry to the Premises or within the Premises.

- **Restrictions on entry to the Premises – what you must not bring onto the Premises.**

In addition to any other Conditions or unless otherwise approved by us, you must not, whilst on the Premises:

- Leave any bags or other personal items unattended.
- Have in your possession and/or refuse to surrender to us or our authorised officers upon reasonable request any prohibited items including but not limited to:
 - Illicit substances
 - Dangerous or inappropriate items – including cutlery (excepting wooden and plastic cutlery), chairs, stools, tents, unmanned aerial vehicles (drones), flares, fireworks, firecrackers, smoke bombs, laser pointers, weapons, bicycles, scooters, skateboards, rollerblades, roller-skates and any other items we reasonably consider may pose a health and safety risk to others)
 - Bags over A4 size or that otherwise cannot fit under a seat.
 - Eskies, hampers, and large containers in excess of 1.5 litres.
 - Glass (including bottles), aluminium cans, ceramic, or breakable containers.
 - Flags, banners, and signs and any unauthorised promotional, commercial, political, religious, or offensive items of whatever nature.
 - Musical instruments, whistles, loud hailers, or amplification equipment.

You must cloak any items we reasonably consider must be cloaked and may be charged a cloaking fee.

- **Restrictions on entry to the Premises – what you can bring onto the Premises.**

Subject to any reasonable inspection by us, the following items are permitted:

- Small bags, such as handbags.
- Non-alcoholic beverages or drink bottles in plastic.
- Infant food.
- Paper or plastic cutlery only.
- Roll-on deodorant and one small bottle of perfume.
- Prescription and non-prescription medicine in their blister pack and clearly labelled or inhalers for medical purposes.
- E-cigarettes, cigarettes and lighters
- Umbrellas.

- **Alcohol**

It is an offence under Victorian law to possess alcohol that has not been purchased on the Premises. You must not take onto the Premises alcoholic beverages; or allow minors to purchase or consume alcohol or supply alcohol to a minor.

We reserve the right to refuse entry or remove anyone who we believe may be intoxicated or has not or is likely to not comply with the above requirements. In an appropriate case, we may report the matter to the Victoria Police.

- **Smoking**

You must not smoke (including the use of e-cigarettes and/or vaping) at the Premises or in any other area at the Premises which is designated non-smoking.

- **Artwork and other displays**

You must not touch or interfere with any of our artwork or any other objects on display in exhibitions, displays or in other areas of the Premises (including its foyers) unless the item is clearly designated as an interactive element.

- **Animals**

You must not bring onto the Premises any animals, other than animals recognised as assistance animals under the *Disability Discrimination Act 1992* and in service at the time. We reserve the right to ask you, acting reasonably, to produce evidence that your animal satisfies the requirements of an assistance animal under the *Disability Discrimination Act 1992*.

- **Cashless via card transactions**

To ensure your health and safety, payments at all our cafes and other retail outlets on the Premises are to be made by credit/debit acceptable by us.

- **Government health measures and directions**

We adhere to all government public health and safety measures that apply to us and the Premises. These may change from time to time.

You agree to comply with all Government directions, orders, and regulations relevant to attending the Premises which may be in place at the time of your visit. This includes not attending the event if, at that time, you are subject to a requirement imposed by law to self-isolate or otherwise not attend live events.

Whilst we have implemented all legally required and recommended control measures in relation to the COVID-19 pandemic, you acknowledge and accept that there currently remains an unquantifiable risk of transmission of COVID-19. All persons are assumed to have assessed this risk of transmission, including through consideration of their own health condition, in making the decision to attend the Premises.

- **Liability**

You enter the Premises at your own risk. To the maximum extent permitted by law, we will not be responsible for any loss, damage, harm, or injury arising from your entry to the Premises.

References

External

Privacy Act 1988 (Cth)

Disability Discrimination Act 1992

Internal

[Privacy Statement](#)

[Image Consent Policy](#)