



2019-20 BRISBANE HEAT CHILD, CONCESSION AND FAMILY TICKET POLICY

The following policies apply in respect of tickets and memberships purchased to:

- Brisbane Heat matches scheduled to be played by the Brisbane Heat men's cricket team; and
- Brisbane Heat hosted matches scheduled to be played by the WBL teams that are ticketed,

The policy for Child, Family and Concession Tickets for International Men's and Women's matches can be found in the document: "2019-20 Ticket and Entry Conditions", clauses 8 - 12.

TICKET PURCHASES

CHILD POLICY

- Children aged 5-15 as at the day of the match are eligible to purchase a child ticket.
- Children aged 4 and under as at the day of the match are entitled to enter the venue at no charge, however they must not occupy a seat in addition to the adult(s) who accompany them.

CONCESSION POLICY

A person must have the appropriate form of concession documentation to purchase a concession ticket. They must present the relevant concession documentation at the point of purchase (where requested) and upon entry to the venue. A second form of identification (e.g. drivers licence, Medicare card and/or credit card) may be requested when purchasing or utilising a concession ticket to verify the concession entitlement.

Patrons holding one of the following cards are eligible to purchase a ticket at the concession rate:

- Department of Veterans' Affairs card, TPI or Department of Veterans' Affairs issued Pensioner Concession Card*
- Commonwealth Senior Health Care Card
- Pensioner Concession Card (PCC)*
- Health Care Card (HCC)*
- Full time secondary or tertiary student cards**

* Note: Cardholders only (not their dependants listed on the card) are entitled to the concession price for a ticket.

** Excluding student cards from institutions based outside of Australia.

Note: if a child price ticket is not available for a certain category of ticket, for example premium price categories, the concession price (if available) will apply to tickets for children aged 5-15

COMPANION CARD

Brisbane Heat supports the Companion Card program and agree to provide an admission ticket for the companion of the Companion Card cardholder at no charge when the cardholder's ticket is purchased at the same time. This program does not apply to purchases made online as Companion Card must be verified at time of purchase. The Companion Card program is applicable at all Venues where Brisbane Heat Matches are hosting (Allan Border Field, The Gabba and Metricon).

FAMILY TICKET POLICY

A family ticket consists of 2 adult tickets and 2 child tickets (see the above section entitled Child Policy for applicable age restrictions). Those individuals attending as a family do not need to be related to each other.

RESTRICTED VIEW POLICY

A seat will be defined as restricted view if a minimum of 20% of the patron's view of the ground is impaired due to the position of the seats, or where an object is positioned in the line of sight of the ground (based on the height of an average adult) – for example, a handrail, speaker, camera, or venue infrastructure etc. Whether a seat is restricted view will be determined by Cricket Australia in its sole discretion.

BRISBANE HEAT MEMBERSHIP

CHILD POLICY

- Children aged 5-15 as at the beginning of the financial year (1st July 2019) to be eligible for junior priced seating.
- Children younger than 5 years old are not required to have a Child Membership purchased for them, however they must not occupy a seat and will need to sit on the lap of a parent or guardian. If the child requires a seat, a Child Membership needs to be purchased for them.

CONCESSION POLICY

A person must have the appropriate form of concession documentation to purchase a concession ticket. They must present the relevant concession documentation at the point of purchase (where requested) and upon entry to the venue. A second form of identification (e.g. drivers licence, Medicare card and/or credit card) may be requested when purchasing or utilising a concession ticket to verify the concession entitlement.

Patrons holding one of the following cards are eligible to purchase a ticket at the concession rate:

- Holders of a Pension Card issued by: Centrelink, Department of Health and Community Services, Department of Veterans' Affairs.
- Pension types include: Aged Pension, Disability Support, War Veteran, Single Supporting Parents, Disability Carers, War Widows, TPI Pensions.
- Student concession types include: Full-time secondary school student, Full-time tertiary student, Tertiary student identification MUST state that the student is full-time. If not, the student must provide supporting documentation from the enrolled school proving full-time status.

FAMILY TICKET POLICY

A family ticket consists of the following breakdowns

- 2 Adults & 2 Children: Consisting of two members (aged 16+) and two children (5-15 years old).
- 2 Adults & 3 Children: Consisting of two members (aged 16+) and three children (5-15 years old).
- 2 Adults & 4 Children: Consisting of two members (aged 16+) and four children (5-15 years old).

Those individuals attending as a family do not need to be related to each other.

COMPANION CARD

Brisbane Heat supports the Companion Card program and agree to provide an admission ticket for the companion of the Companion Card cardholder at no charge when the cardholder's ticket is purchased at the same time. This program does not apply to purchases made online as Companion Card must be verified at time of purchase. The Companion Card program is applicable at all Venues where Brisbane Heat Matches are held.