

TSB SHOWPLACE

CONDITIONS OF ENTRY

Conditions of Entry are subject to change without notice and updated as per individual event requirements.

We look forward to welcoming you to our venue. For the comfort, safety and enjoyment of all guests, please note the following:

Entry to TSB Showplace is based on the full agreement to the following Conditions of Entry.

1. Guests are admitted to the TSB Showplace at their own risk. To the extent permitted by law, you irrevocably release and discharge venue management and their designated agents from all liability to claims, losses, damages, costs and expenses (whether arising under statute, from negligence, personal injury, property damage or otherwise) arising from or in connection with your attendance at the venue
2. Patrons must follow the instructions of TSB Showplace venue staff at all times
3. Venue management reserves the right to refuse entry to any persons. Should you be refused entry, no ticket refunds or exchanges will be provided. Please refer to Ticketek terms and conditions on your ticket.
4. Venue management or designated hirer/contractor reserves the right to inspect any bag and/or articles of clothing via screening equipment and/or bag search checks. Please be patient.
5. Guests bringing personal belongings into the venue do so at their own risk.
6. Surrendered property may not be returned, and may be disposed of by venue management, staff or designated agents.
7. Guests must arrive in plenty of time to allow seating prior to the commencement of an event – If a “Lock Out” is required by the event hirer then access to the event could be delayed for a period of time until a suitable break in the performance.
8. Children under the age of 14 years must be accompanied by an adult.
9. Guests must occupy the seat specified on their ticket for an event with designated seating.
10. During events, the use of selfie sticks, SLR type-cameras, and hi-res video recorders such as Go-Pros, iPads, tablets, laptops, cell phones & other video or audio equipment for recording is prohibited due to copyright restrictions. Please ensure all these items including pagers are switched off so you do not disturb other guest’s experience.
11. Everyone is encouraged to enjoy themselves, and it is expected that people may want to stand and dance at certain points in some shows, however, aisles and walkways must remain clear. Standing on seats and sitting on the shoulders of others is not permitted, please be considerate of others.
12. Management reserves the right to monitor the movement of guests within the TSB Showplace by the use of close circuit television cameras.
13. Unruly and antisocial behaviour will not be tolerated. This includes, but is not limited to, verbal/physical abuse of staff and other customers, attempting to enter a restricted area, climbing, defacing, littering, throwing objects, and blocking thoroughfares or fire exits.
14. The TSB Showplace is a licensed premise, alcoholic beverages MUST NOT be taken into or out of our venue without prior permission.
15. Guests must show a valid identification card as proof of eligibility if they wish to purchase any alcoholic beverage. In New Zealand, the following are the only accepted forms of ID:
 - A valid passport
 - Valid New Zealand Drivers Licence
 - Valid Kiwi Access/HANZ/Hospitality NZ 18+ card
16. Drink responsibly: Anyone intoxicated or using drugs will be removed from the building without recourse.
17. Guests may be required to decant their drinks before entering some events.

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18. The following items may not be permitted to be brought into the TSB Showplace without prior approval from venue management:
 - Commercial food, confectionary, beverages, alcohol, bottles, glass containers and cans
 - Gang patches or colours and religious or offensive signage
 - Unauthorised signage and promotional products, equipment or banners including clothing items
 - Firearms / fireworks / flares / distress signals
 - Oversize items such as pushchairs, strollers or baby seat carriers may be brought into foyers but are prohibited from being taken into the auditoriums
 - Illegal substances/items
 - Laser lights / pointers
 - Any sound devices deemed to be a nuisance, e.g. air horns, drums, whistles, etc.
 - Weapons, this includes, but is not limited to items such as mace and tasers
 - Any items that may be thrown, e.g. tennis balls, golf balls, bolts, marbles etc.
 - Animals other than guide or hearing assistance dogs in use or training.
 - Bicycles, skateboards, rollerblades, skates, scooters and wheeled recreational devices may not be brought into the TSB Showplace. Please park bicycles in the external designated locations.
 - Other items that could cause harm or public nuisance as determined by the venue management
19. To market the venue, the venue has the right to photograph an event. Please be aware that this at times captures audience members attending.
20. Hawking of unauthorised merchandise or solicitation and scalping of tickets is not permitted on this site, you may be removed from the TSB Showplace and or prosecuted under the Summary Offences Act 1981.
21. Guests must not climb, deface, post or stick any bills or advertisement on or otherwise damage or misuse any structure, building, wall or fence at the TSB Showplace. Guests must refrain from littering, offering for sale any goods or services, blocking any thoroughfare, throwing any object, entering the performance area or behaving in a disruptive or offensive manner.
22. Guests causing a disturbance or failing to comply with these Conditions of Entry or requests from staff, designated agents or Police may be removed from the TSB Showplace. No ticket refunds or exchanges will be provided. If removed, it is an offence to enter, re-enter or attempt to re-enter the venue for a period of 24 hours. Failure to comply with direction from venue staff, security or police to leave may render you liable to arrest and prosecution for the offence of trespass under Section 4 Trespass Act 1980 which is punishable by fine, not exceeding \$1000 or term of imprisonment not exceeding 3 months.
23. Guests entering TSB Showplace without prior authorisation will be liable for prosecution.

** Restrictions may vary from event to event, so please check the venue and ticketing website for the event you will be attending for any additional notes or conditions that might apply.*