



# 2018 GRAND FINAL PACKAGE BOOKING FORM



Thank you for booking with the AFL Event Office. Please carefully read these conditions as they form the basis for the AFL Event Office accepting the booking.

## IMPORTANT INFORMATION

- All prices are per person, in Australian dollars, inclusive of Australian Goods and Services Tax (GST) calculated at the current rate of 10% (subject to change).
- Please check the spelling of names to ensure they match the individual's passport, driver's licence or photo identification.
- In relation to all bookings where more than one passenger is travelling, the person making the booking on behalf of his/her travelling companions will be deemed to have accepted the booking conditions on behalf of all of his/her travelling companions.

## TICKET INFORMATION

- 2018 Toyota AFL Grand Final Tickets are sold subject to published AFL Conditions of Entry to the Venue. If you have not received these conditions, please contact the AFL Event Office team to request a copy.
- AFL Event Office is authorised by the AFL to sell and/or distribute Grand Final Tickets and comply with the AFL's approved ticket scheme under the Sports Event Ticketing (Fair Access) Act 2002. AFL Authorised On-Seller OS AFL18/20. We suggest that you take time to become familiar with the AFL Ticketing scheme. Please contact the AFL Event Office team to request a copy.
- AFL Grand Final ticket(s) may not, without prior written authorisation of the AFL, be re-sold at a premium or used for advertising, promotion or other commercial purposes (including competitions or trade promotions). If the ticket is sold in breach of these conditions, the ticket will be void and will not entitle the holder to admission to the event.
- For full terms and conditions of the Finals Series ticket component of the Grand Final Series Pass package please visit [www.afleventoffice.com.au/gfseriespassconditions.asp](http://www.afleventoffice.com.au/gfseriespassconditions.asp)
- Once this form is submitted, tickets cannot be refunded or exchanged under any circumstances unless accepted under the AFL Ticket scheme.

## POSTAGE AND HANDLING FEE

Postage and handling of your 2018 Toyota AFL Grand Final ticket/s and documentation is included.

## DOCUMENTATION DELIVERY / COLLECTION

For bookings made up to 15 September, 2018, following full payment, documentation including match ticket(s) will be delivered by Australia Post eParcel (Australian residents only). eParcel is a fully trackable service and requires a signature upon delivery at your nominated address. Should you not be at the address when the eParcel arrives, it will be redirected to your nearest Post Office for collection. Documentation delivery will commence in early September 2018. Clubs can also nominate to have all documentation sent

to the Club for distribution or directly to the package purchaser. AFLEO will contact you in late August to finalise these arrangements.

For bookings made after 15 September, 2018, following full payment, documentation will be available for collection at the AFL Event Office ticket collection booth. The AFL Event Office collection booth will open from Friday 28 September, 2018. Documentation may only be collected by the person who made the booking or a person whose name appears within the booking – photo identification will be required.

## TERMS OF PAYMENT AND CANCELLATION

The AFL Event Office – Grand Final Payment Plan is available to bookings made up to 31 July, 2018. Alternatively, payment in full can be made at the time of booking using credit card or BPAY. For bookings made up to 30 June, 2018 an invoice can also be issued for payment (full payment is required within 30 days). See Methods of Payment below. All payments made are non-refundable.

**NOTE: Once a booking is requested, the package purchaser is responsible for full payment; a booking cannot be cancelled under any circumstances.**

## METHODS OF PAYMENT

All payments must be made in Australian dollars; payment in any other currency will not be accepted.

### AFL Event Office – Grand Final Payment Plan

Irrespective of where your booking is made, should you choose to take advantage of the AFL Event Office – Grand Final Payment Plan, the AFL Event Office will accept payment via credit card only. If you select the AFL Event Office – Grand Final Payment Plan as your preferred method of payment, an initial instalment will be charged to the package purchaser's nominated credit card at time of booking followed by equal monthly instalments on the anniversary of your booking date. The final instalment or balance due will be charged to the package purchaser's nominated credit card on/before 1 September, 2018.

Once your booking has been processed by AFL Event Office, you will receive an email from the AFL Event Office together with a Letter of Authority outlining the terms and conditions of the AFL Event Office – Grand Final Payment Plan. The Letter of Authority must be completed by the package purchaser and returned to the AFL Event Office within 24 hours of receipt.

### Payment by Credit Card

AFL Event Office accepts Visa/MasterCard and American Express. Credit Card processing fees apply to each payment as follows: Visa/MasterCard 1.5% of the amount payable and American Express 2.53% of the amount payable.

Please note: the credit card used to pay for the booking must belong to the person in whose name the booking is held and must also be attending the event. For security purposes, and in the situation where this does not occur, AFL Event Office will require a clear copy of either the cardholder's driver's licence or passport as proof of identity.

**NOTE: The AFLEO accepts no responsibility for invalid credit cards or the fraudulent use of credit cards. Any loss incurred under these circumstances would be the responsibility of the Club.**

### Payment by BPAY

BPAY payments are available – a fee of \$1.15 per booking applies. If BPAY is selected as the preferred method of payment, you will receive a confirmation email from the AFL Event Office with a Biller Code and the package purchaser's individual BPAY payment reference number. This information is required to make the payment via telephone or internet banking. Payment via BPAY must be received within 24 hours. Please ensure the package purchaser calls his/her bank, credit union or building society if they are unsure how to use BPAY.

### Payment by Invoice

For bookings made before June 30, 2018, you can request the AFL Event Office to issue an invoice for payment and full payment will be required within 30 days. Payment can be made by direct deposit (EFT) or credit card. You will receive a confirmation email from the AFL Event Office together with the invoice.

### Payment by Direct Deposit

AFL Event Office bank account details are listed below. The AFL Event Office is not liable for remitting bank fees; please make any arrangements necessary to cover such fees.

**Bank:** ANZ Banking Group

(116 Miller Street, North Sydney)

**Branch (BSB) Number:** 012361

**Account Number:** 2291 75132

**Account Name:** AFL Event Office

For International bank transfers, please include Swift Code ANZBAU3M

## PRIVACY

All personal information you provide will be managed by the AFL in accordance with our Privacy Policy which is available at [afl.com.au/privacy](http://afl.com.au/privacy) and may be disclosed by the AFL in accordance with the AFL's Privacy Policy and/or used for promotional and marketing purposes. By providing your personal information, you agree to such use by the AFL.

## TRAVEL INSURANCE

Travel Insurance is recommended. Please contact the AFL Event Office team for policy details and refer to the PDS for conditions and exclusions.

## CONSUMER PROTECTION

General Travel Group Pty Ltd. trades under licence from the AFL as AFL Event Office ("AFLEO"). All AFLEO clients are protected under Australian Consumer Law; for further details visit [consumerlaw.gov.au](http://consumerlaw.gov.au).

## AGREEMENT

These Booking Terms and Conditions (effective April 2018) supersede any previous version published by the AFL Event Office. In making this booking and/or amendments thereto, I agree to be bound by the Booking Terms and Conditions. Any prior arrangements, agreements, representations or undertakings are superseded.

## LAW OF CONTRACT

These Booking Conditions are governed by the laws of Victoria and any action arising under them or in any way connected with the travel arrangements may be brought only in a court in Victoria, subject to any law which is expressly inconsistent with this.

## AFLEO CONDITIONS OF RESPONSIBILITY

AFL Event Office, a division of General Travel Group Pty Ltd ABN 85 003 133 551 and/or their subsidiaries and/or associated companies, give notice that all final travel documentation, tickets and coupons issued by them, or on their behalf are supplied as agents, and all arrangements for hotel accommodation, entry tickets, transport and conveyance are supplied upon the express conditions that they are not liable for any injury, damage, loss, accident, delay, sickness howsoever caused or occurring to persons or to property.

AFL Event Office and/or their subsidiaries and/or associated companies gives notice that should any damage be caused by the passenger to the property, contents or grounds of the hotel accommodation, or to the property of a third party supplier in carrying out the arrangements of the tours, the costs of repairing any damage caused by the passenger will be the responsibility of the passenger and must be paid to AFL Event Office forthwith by the passenger.

AFL Event Office and/or the subsidiaries and/or associated companies accept no responsibility for loss or additional expenses for any failure to perform or delay if that failure or delay is due to anything beyond their reasonable control. Should there be any disruptions or delays to any service to be provided, it will be the responsibility of the passenger to contact AFL Event Office or the Agent/Operator.

AFL Event Office and/or their subsidiaries and/or associated companies give notice that if passengers are attending an event that the event tickets will be subject to Conditions of Entry to the Venue. These conditions are available by contacting AFL Event Office, Level 7, 11 Queens Rd, Melbourne, Victoria, Australia 3004. Tel (03) 8617 8484, Fax: (03) 9867 4438  
Email: [info@afleventoffice.com.au](mailto:info@afleventoffice.com.au).

This clause does not exclude or limit the application of any statutory provision where to do so would contravene that statute or cause any part of this clause to be void.

AFL Event Office and/or the subsidiaries and/or associated companies excludes all implied conditions and warranties except any implied condition or warranty the exclusion of which would contravene any statutory provision or cause any part of this clause to be void.

AFL Event Office and/or the subsidiaries and/or associated companies' liability is limited, where it is liable, to refunding the price of the service or product.

To take your place in history, please contact

Chris Guest (03) 8765 4317 or Alex Hondromatidis (03) 8765 4346 or by emailing [corporate@saints.com.au](mailto:corporate@saints.com.au)

AFL AUTHORISED ON-SELLER OS AFL18/04. CONDITIONS APPLY.

