



CONDITIONS OF ENTRY

Warami – “it’s good to see you”. Welcome to City of Parramatta.

The following conditions of entry apply to all persons attending PHIVE, including general public, visitors, contractors and staff. These Conditions of Entry should be read in conjunction with the Conditions of Use for any service provided from within PHIVE (available on our website) or appearing on any PHIVE room or space booking as detailed through booking transactions. Programs, events and activities at PHIVE may have specific additional conditions of entry, depending on the nature of the actual program, event or activity. These requirements will be clearly detailed through the booking and ticketing platform and confirmation process.

1.0 General Conditions of Entry

- 1.1. The City of Parramatta Council (Council) reserves the right to inspect the belongings of all persons who enter or exit the premises;
- 1.2. Persons who cause a disturbance or refuse to comply with any requests made by Council staff or their agents will be denied entry or asked to leave the premises;
- 1.3. If requested by Council staff or their agents, a person must provide their licence or identification document to allow Council to verify a person’s identity. Council will respect cultural differences and medical conditions in verifying a person’s identity but reserves the right to either refuse entry or remove anyone whose identity cannot be established;
- 1.4. Any person who attempts to enter the premises after being asked to leave will be immediately reported to police;
- 1.5. Smoking or the use of e-cigarettes is not permitted on the premises or outdoors within 4 metres of a pedestrian access point to the building;
- 1.6. All persons enter the premises at their own risk. To the maximum extent permitted by law Council will not be responsible for any loss and damages, harm or injury arising from your entry to the premises;
- 1.7. Council reserves the right to search a person and their belongings and to exclude any bag or personal items while in the premises;
- 1.8. A person must not leave belongings or personal items unattended;



- 1.9. Persons under the age of 12 must be under the direct supervision of an adult (18 years of age or older) at all times. Council reserves the right to contact parents or carers of any child under 16 years for whom there are concerns or to notify the appropriate agency;
- 1.10. If directed by Council staff or their agents, strollers and prams are required to be stored in the designated area;
- 1.11. For the safety and security of persons, closed circuit television cameras are in use in the premises. Any person entering the premises consents to and authorises Council to record or photograph you and to distribute video and images when required by an authorised officer or by law. All records are the sole property of Council;
- 1.12. Persons must not engage in unauthorised promotional, charity or commercial activities in the premises without the consent of Council.
- 1.13. A person must comply with any Public Health Orders and Restrictions imposed by NSW or Federal Government.

2.0 Contractors

- 2.1 Only authorised and site inducted contractors and their staff are permitted to work on the premises;
- 2.2 All contractors are required to report to the Loading Dock and sign in on arrival.

3.0 Refusal of Entry

- 3.1 Council reserves the right to refuse entry:
 - 3.1.1 To any person deemed to be exhibiting aggressive, offensive or inappropriate behaviour;
 - 3.1.2 To any person deemed to be intoxicated or under the influence of illicit drugs;
 - 3.1.3 Persons wearing, displaying or otherwise distributing inappropriate, or unauthorised commercial, political, religious or offensive images, logos or materials may be denied entry into the premises;
 - 3.1.4 To any unauthorised person wishing to access any area of the premises or its services which are not currently operational;



- 3.1.5 To any person if the maximum number of people in the premises or part of the premises has been reached;
- 3.1.6 To any persons in possession of items that have the potential to cause injury or public nuisance (for example large flags / banners, shopping trolleys, large luggage items);
- 3.1.7 To any person in company of an animal, excluding assistance animals that are trained and provide daily living assistance to a person with a disability to alleviate the effect of that disability.

4.0 Restricted/Prohibited Items

- 4.1 The following restricted/prohibited items are not permitted to be brought into the premises
 - 4.1.1 Alcoholic beverages or illicit drugs;
 - 4.1.2 Flares, fireworks, explosives or smoke bombs;
 - 4.1.3 Laser pointers;
 - 4.1.4 Knives or other dangerous weapons;
 - 4.1.5 Cameras and recording devices for commercial purposes including tripods subject to approval by City of Parramatta
 - 4.1.6 Oversized banners and flags. Specific conditions may apply for some events regarding the entry of flagpoles, flags, and banners;
 - 4.1.7 Whistles, hooters and horns. Specific conditions may apply for some events regarding the entry of musical instruments including drums;
 - 4.1.8 Streamers, confetti, helium balloons or shredded paper;
 - 4.1.9 Scooters, roller skates, skateboards and bicycles;
 - 4.1.10 Any bag, container or item of dimensions greater than 35cm in height, 20cm in width and 30cm in length (that is, items too large to be stored under a single seat).
- 4.2 This list of Prohibited Items is subject to change without notice, based on specific event requirements and at the discretion of the City of Parramatta.



5.0 Alcohol and Food

- 5.1 The consumption of alcohol is restricted to defined areas;
- 5.2 Alcohol must not be brought onto the premises unless sold in an approved food and beverage outlet on the premises or is required and supplied in connection with an authorised function or event on the premises;
- 5.3 The consumption of food and refreshments are permitted on premise on the basis that persons will manage personal rubbish removal and respect others around them. Food deliveries from external agents are not permitted within the premise;
- 5.4 Patrons may bring homemade food items to the premises provided it is packed appropriately and can be viewed by Council Staff or Security Personnel if requested;
- 5.5 Any personal cooking and warming appliances or equipment used for the preparation of food is not permitted on the premises.

6.0 Lost Property

- 6.1 Owners of labelled items, or those containing identification, will be contacted by Council as soon as practicable.
- 6.2 Lost items are retained for a period of time based on the perceived value of the item:
 - 6.2.1 extremely low value or perishable items (such as food) items are disposed of immediately,
 - 6.2.2 items worth less than \$100, with no perceived sentimental value, are retained for one month
 - 6.2.3 items with sentimental value (e.g. photographs, religious items and autographed items) are retained for three months,
 - 6.2.4 items worth \$100 or more (e.g. laptops, mobile phones, wallets or handbags) are retained for three months.
 - 6.2.5 Any unclaimed items will be given to charity.
- 6.3 Third Party Collection
 - 6.3.1 An authorised person can claim an item of lost property on behalf of the owner.
 - 6.3.2 The authorised person must provide Council with:
 - 6.3.3 personal identification,
 - 6.3.3.1 copies of the owner's identification and/or proof of ownership,
 - 6.3.3.2 an authority to release statement from the owner (e.g. an email, letter or an image on a digital device).
 - 6.3.4 Parents collecting items on behalf of children under the age of 18 only require their personal identification.



7.0 Change in Conditions of Entry

- 7.1 The above conditions are subject to change with no notice.