

TASTING AUSTRALIA

Presented by JOURNEY BEYOND

SOUTH AUSTRALIA™

TASTING AUSTRALIA – CONDITIONS OF SALE AND ENTRY

Version 1 | 24 August 2026

The Tasting Australia wine and food festival (“**Tasting Australia**”) from 30 April – 9 May 2027 includes events organised by:

- (a) the South Australian Tourism Commission (“**SATC**”) (ABN 80 485 623 691), a statutory corporation established pursuant to the South Australian Tourism Commission Act 1993 (SA), of Level 9 250 Victoria Square/Tarntanyangga, Adelaide SA 5000 (“**SATC Managed Event(s)**”); and
- (b) third party event managers responsible for the organisation, management and delivery of the event during the Tasting Australia festival program (“**Event(s) Managed by a Third Party**”).

Where specific conditions of sale and entry are intended to apply to both SATC Managed Event(s) and Event(s) Managed by a Third Party, the term ‘Event’ will be used.

All tickets purchased to an Event and the purchase of Gift Vouchers for Tasting Australia are subject to the following conditions of sale and entry (respectively, the “**Conditions**”).

Event Conditions

1. SATC sells tickets for Events and gift vouchers for Tasting Australia via Ferve Tickets Pty Ltd (ABN 41 074 903 085), a third-party supplier. Additional charges, including booking fees between \$0.90 and \$4.50 based on the total online shopping cart price, may apply. SATC will not impose any card payment surcharge, credit card fee or other amount on a purchaser because the purchaser pays by debit card, prepaid card, credit card or another card payment method, except to the extent permitted by applicable law, card scheme rules and SATC’s or Ferve Tickets’ applicable merchant or payment services arrangements.
2. Ticket and gift voucher purchases are considered final and binding once the payment has been successfully processed and a booking confirmation has been issued to the email address nominated by the purchaser at the time of purchase.
3. Except as required by law, including under the Australian Consumer Law, tickets and gift vouchers cannot be exchanged or refunded after purchase. Please see the [Tasting Australia Ticket Refund Policy](#) for ticket refunds and the gift voucher terms below for gift voucher conditions.
4. If the Event is cancelled for any reason, SATC is not obliged to arrange a substitute event, performance, or service. Any refund or other remedy will be determined in accordance



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with these Conditions, the Tasting Australia Ticket Refund Policy and any rights the ticket holder may have under applicable law, including the Australian Consumer Law.

5. By purchasing a ticket or gift voucher to an Event, you agree that ticket sales are final and, except where permitted by law, you must not instigate a chargeback with your card issuer, financial institution or other payment service provider. If you have an issue with your purchase, please contact tastingaustralia@sa.gov.au via email.
6. Where concession or companion cards apply to the purchase of tickets, valid proof of identity may be requested for entry to the Event. Student discounts and concessions only apply to full-time students.
7. Event communication will generally be sent via email to the email address provided at the time of purchase. Ticket holders are responsible for ensuring that the email address provided is accurate and current. If a ticket holder's contact details change, the ticket holder should notify the Event organiser by emailing tastingaustralia@sa.gov.au. SATC is not responsible for a ticket holder failing to receive Event communications where the ticket holder has provided incorrect or outdated contact details, or where the communication is affected by matters outside SATC's reasonable control.
8. SATC will make reasonable endeavours to communicate with the ticket holder about the Event but does not warrant that it will be able to communicate with all or any ticket holders about a particular matter, or that such communication will be timely, accurate or free from error.
9. Nothing in these Conditions is intended to exclude, restrict, or modify any term, condition, warranty, guarantee, right or remedy (including but not limited to a guarantee under the Australian Consumer Law) which cannot lawfully be excluded, restricted, or modified.
10. Where relevant, the ticket holder and any third party who purchases a ticket on behalf of the ticket holder ("**Third Party**") each warrant that the Third Party has the ticket holder's full authority to act as the ticket holder's agent for the purposes of purchasing the ticket (including providing any personal information) and accepting the Conditions.
11. To the extent permitted by law, the ticket holder releases and indemnifies SATC, the Crown in the Right of the State of South Australia, the Event organisers, SATC's sponsor organisations, landowners and lessees, their respective officers, employees, representatives and agents (collectively "**Associated Entities**") against any claim, loss, damage, liability, cost, or expense arising from the ticket holder's breach of these Conditions, unlawful conduct, wilful misconduct, negligence, or failure to comply with lawful and reasonable directions at an Event, except to the extent caused or contributed to by the negligence, breach of law or wilful misconduct of an indemnified party.
12. SATC collects, holds, uses and discloses ticket and gift voucher holder personal information for purposes connected with Tasting Australia, including to: (i) process registrations, ticket sales, gift voucher purchases and refunds;(ii) communicate with ticket and gift voucher holders, including by email, SMS or telephone about



TASTING AUSTRALIA

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SOUTH AUSTRALIA

confirmations, reminders, waitlists, accessibility requirements and dietary requirements; (iii) administer, deliver, secure and improve Tasting Australia and associated events; (iv) conduct market research, analysis and reporting; (v) personalise SATC communications, services and marketing where the ticket or gift voucher holder has consented to receive marketing; (vi) prevent or detect unlawful conduct, protect SATC's legal rights and comply with applicable laws; and (vii) share information with SATC's ticketing, technology, event delivery, marketing and other service providers, government departments, agencies, regulators or other authorised bodies where permitted or required by law. SATC manages personal information in accordance with its Privacy Policy Statement available at: <https://tourism.sa.gov.au/privacy-statement>. The Privacy Policy Statement sets out how the SATC collects, holds, uses, and discloses personal information, and how individuals may access or correct their personal information. SATC's Privacy Officer can be contacted at satc.privacy@sa.gov.au.

13. The ticket holder acknowledges that photography, filming, livestreaming, broadcast or recording may occur at the Event. By attending the Event, the ticket holder consents to SATC and its authorised representatives recording and using the ticket holder's image, voice or likeness in Event coverage, archival material, promotional, marketing and publicity material for Tasting Australia and the SATC, without payment or compensation.
14. These Conditions are governed by, and are to be construed in accordance with, the laws of South Australia and the parties to these Conditions irrevocably submit to the exclusive jurisdiction of the courts of South Australia.
15. These Conditions, and any documents incorporated by reference, constitute the entire agreement between the parties in connection with its subject matter and supersedes all previous agreements or understandings between the parties in connection with its subject matter.
16. A provision or part of a provision of these Conditions that is illegal or unenforceable may be severed from and the remaining provision or parts of the provisions of these Conditions continue in force.
17. Acceptance of these Conditions is indicated by the ticket holder's purchase of a ticket to the Event and/or entry to the Event.
18. SATC reserves the right to modify or amend these Conditions, in whole or in part, at any time if such amendments are required to address issues relating to safety, the law or the successful operation of the Event, without prior notice. SATC will provide notice of any material changes to the Conditions by posting the updated Conditions on the Tasting Australia website: <https://tastingaustralia.com.au/>. SATC recommends that you check the Conditions in advance of the Event for any updates. The purpose of this right is to ensure that the Event is safe for all ticket holders and staff and that all information in these Conditions remains correct and relevant.



TASTING AUSTRALIA

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SOUTH AUSTRALIA™

GIFT VOUCHERS

19. Vouchers are valid for three (3) years from the date of purchase. Vouchers are treated as cash and cannot be replaced if lost or stolen.
20. Vouchers can be redeemed for any Event sold via the authorised seller of Tasting Australia event tickets. Vouchers cannot be used for any other purchases (including without limitation, bar purchases, town square vendors, merchandise items or any purchases from organiser partners and/or sponsors) unless expressly specified.
21. Vouchers cannot be returned or exchanged (whether in whole or in part) for cash or credit. Vouchers are not transferable.
22. If you are giving a Voucher to another person (“**Third Party**”), you each warrant that the Third Party has the voucher holder's full authority to act as the voucher holder's agent for the purposes of purchasing the voucher (including providing any personal information) and accepting the Conditions.
23. The value stated on the voucher (or remaining on the voucher after partial redemption) is expressed inclusive of GST. Any purchases which exceed the value of the gift voucher will require the holder to pay the difference in price using another form of tender. Any balance that remains on the voucher after expiry will not be available for any use.
24. The ticketing Conditions (see above) apply to all Gift Vouchers and all references to ‘tickets’ or ‘ticket holder’, will be treated as a reference to ‘gift vouchers’ or ‘gift voucher holder’ where the context requires the application to gift voucher holders.

SATC MANAGED EVENT(S) – FURTHER APPLICABLE TERMS AND CONDITIONS

25. Each ticket to a SATC Managed Event is sold subject to these Conditions and any additional terms and conditions which are (a) displayed at the SATC Managed Event venue; (b) disclosed as part of the event information for the SATC Managed Event on www.tastingaustralia.com.au or via subsequent written communications delivered to the ticket holder at any time prior to the event; or (c) referred to in clause 26 below.
26. By purchasing a ticket to a SATC Managed Event, the ticket holder acknowledges and agrees that their participation may involve transportation or services provided by third-party carriers (such as airlines, sea transit or bus and rail operators) or service providers. In such cases, the ticket holder may be required to comply with the terms and conditions of carriage or service of those providers.
27. Tickets remain the property of the SATC. The SATC reserves the right to confiscate tickets during the SATC Managed Event with reasonable cause in its absolute discretion.



TASTING AUSTRALIA

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SOUTH AUSTRALIA™

28. Tickets are not transferable on or during the day of the SATC Managed Event and must be retained and produced, if requested. A ticket holder requiring a pass-out must present a valid SATC Managed Event ticket to regain entry to the event.
29. SATC reserves the right to refuse entry to, or remove from the SATC Managed Event, at any time, any person: (a) potentially or actually affected by the consumption of drugs or alcohol; (b) who is disorderly; (c) engaged in offensive or inappropriate behaviour, or vandalism; (d) who evades legal admission to the Event; (e) carrying prohibited items on their person; (f) that fails to abide by lawful and reasonable directions and procedures of SATC or SATC's security contractor; or (g) with reasonable cause in its absolute discretion.
30. Without limiting any other rights that SATC may have, ticket holders acknowledge and agree that contravention of clause 29 will result in the ticket to the SATC Managed Event being cancelled without refund or recompense, except where expressly stated otherwise in these Conditions.
31. SATC reserves the right to add, withdraw or substitute any talent, performer, act, or activity associated with the SATC Managed Event, vary programming, seating arrangements, audience capacity and gate opening and closing times.
32. A ticket holder may not make, reproduce, or use any form of still or moving picture or any sound recording ("**Footage**") of the SATC Managed Event, or any part of it, for profit, gain, public advertisement, display or for any other purpose, without the written consent of SATC, and will, if requested, assign all rights in Footage to SATC or its nominees.
33. The ticket holder may not, without prior written consent of SATC, bring any of the following to the SATC Managed Event: (a) alcohol; (b) glass bottles, containers or objects (excluding medicine bottles, sunglasses, binoculars and prescription glasses); (c) any seal-broken beverage container; (d) drink coolers or ice boxes; (e) any structure or item capable of supporting the weight of a person including chairs, lounges, benches or stools (excluding prams and strollers); (f) animals other than assistance animals under the *Disability Discrimination Act 1992* (Cth); (g) musical instruments; (h) weapons of any kind; (i) fireworks; (j) signs, banners, clothing or any other item displaying commercial, political, religious or offensive messages or logos; (k) or any item which could reasonably be deemed to cause public nuisance or offence to the SATC Managed Event patrons.
34. SATC reserves the right to conduct bag searches. Any ticket holder who does not consent to a bag search may be refused entry to the SATC Managed Event.
35. SATC will not be liable for any loss, theft, damage or misplacement of personal property belonging to ticket holders. All personal belongings are brought to SATC Managed Events at the owner's sole risk.
36. Smoking and use of vapes is not permitted at the SATC Managed Event, other than in designated smoking areas (if so available).
37. Children aged 12 years and under must be in the care, custody, and control of at least one adult ticket holder 18 years and over at all times during the SATC Managed Event.



TASTING AUSTRALIA

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SOUTH AUSTRALIA

38. It is the ticket holder's responsibility to inform the SATC or the Event venue of any special dietary or access requirements with reasonable notice prior to the Event to enable the requirements to be accommodated, or notification to be provided to the ticket holder that requirements cannot be met. SATC may contact ticket holders by email or telephone to discuss if further details are required to accommodate needs. For the avoidance of doubt, however, kitchen and food preparation areas for Events are used to prepare a wide variety of food. While reasonable care is taken, we cannot guarantee that foods prepared for guests in connection with an Event will be completely free of allergens. Similarly, cross-contamination may occur due to the potential of trace allergens in the working environment and in supplied ingredients and/or pre-packaged items.
39. Closed circuit television (**CCTV**) may be in use at SATC Managed Event(s).

EVENT(S) MANAGED BY A THIRD PARTY - FURTHER APPLICABLE TERMS AND CONDITIONS

40. **Event(s) Managed by a Third Party** may also be subject to terms and conditions imposed by the third-party event manager, some of which may limit or exclude liability. Terms of entry displayed at the relevant third-party Event venue may also govern the ticket holder's admission.
41. A third-party event manager may, at its discretion, require any ticket holder to be 18 years of age or over, or if a ticket holder is under the age of 18, require that that person be accompanied by a parent or legal guardian ticket holder.

