

The 15th National Games Competition Events of the Hong Kong Competition Region

Notice to Ticket Holders

[This is an English translation and the Chinese version shall prevail.

The Chinese version is available at the official ticketing website:

<https://ticket.baygames.cn/hant/#/news/detail/0/44.>]

This is the full version of Notice to Ticket Holders of the 15th National Games (NG) Competition Events of the Hong Kong Competition Region. The full version is available at the 15th NG official ticketing website (ticket.baygames.cn) and all sales outlets. The notes printed on the back of the tickets are an abbreviated version of this Notice. Please read all the terms and conditions set out in this Notice carefully. Anyone who purchases, holds or uses a ticket is deemed as having read, understood and agreed to all the articles.

1. Definition

1.1. The “15th NG”, unless otherwise specified, refers to the 15th National Games.

1.2. The “OC of the 15th NG” refers to the Organising Committee of the 15th National Games and all entities of various levels across different competition regions including the National Games Coordination Office (Hong Kong) (NGCO), subsidiaries and internal departments led and steered by the OC.

1.3. Officers of the OC of the 15th NG, including officials, management officers, employees, agents, authorised officers and volunteers, are deemed as staff representing the OC when they are performing duties in relation to the 15th NG. Anyone who is not performing the 15th NG-related duties is not considered as an officer representing the OC.

1.4. “Competitions” refer to any competition events of the 15th NG where the tickets are sold by the third parties authorised by the OC of the 15th NG.

1.5. “Session” refer to a ticketed session of the 15th NG, which may include one or more competition sessions.

1.6. “Venues” refer to all premises where competitions of the 15th NG are held and all the areas within cordoned-off zones for security checks, including but not limited to competition venues and associated facilities such as accesses, roads and piazzas.

1.7. “Ticket” refers to a ticket for a particular session of a competition.

1.8. The term “you” refers to anyone who purchases, holds or uses a ticket.

2. Sub-rules for Tickets and Sessions

2.1. Please bring along your valid identification document registered on the ticketing system and your valid ticket for verification. Upon successful verification of the ticket, you will be admitted to the session concerned. One ticket admits one person only. A ticket is void if it does not have a ticket stub. The only exception to this article is set forth in Article 2.2 below.

2.2. Toddlers under the age of two (excluding those at the age of two) in the month of the competition session held may enter the venue free of charge on the condition that they share a seat with their guardian holding a valid ticket. Each guardian is allowed to bring only one toddler for free admission. The advance announcements of the OC of the 15th NG for sport events with special viewing etiquette or special admission policy shall prevail.

2.3. Please purchase tickets from the third parties authorised by the OC of the 15th NG. A ticket obtained from a source other than the third parties authorised by the OC of the 15th NG may be a ticket that

has been lost, misplaced, stolen, forged, damaged, or has become illegible, or has been obtained through other illegal means. You should bear sole responsibility for all risks and liabilities that may arise from such a ticket. You may be denied entry to a venue or requested to leave the venue and will not be entitled to a refund or a ticket exchange.

2.4. On the premise that there is no violation of the legal requirements and the ticketing policy, real-name transfer is allowed once for an e-ticket for a competition event purchased on the official ticketing platforms. It must be conducted online at least 24 hours before the event. Paper tickets purchased on the official ticketing platforms with mail delivery selected are non-transferable. Paper tickets purchased offline through the designated local ticketing agents in the Hong Kong Competition Region are allowed for real-name transfer once. A ticket buyer must bring along an application for transfer, the current paper ticket, copies of the identification documents of the original spectator and the new spectator and proceed with the transfer in person at least seven days prior to the event at the designated sales outlets (Wan Chai branch and West Kowloon Station branch of the China Travel Service (Hong Kong) Limited).

2.5. Counterfeiting, altering or scalping of tickets is strictly prohibited.

2.6. Tickets must not be used for purposes including but not limited to political, religious and commercial activities (such as advertising, promotional purposes or as competition prize(s)).

2.7. The OC of the 15th NG reserves the right to change the date, time, participants or other related matters of any session, and give advance notice where it is reasonable and practicable.

2.8. Save for the circumstances specified in Article 2.2, each ticket admits one person only. Please sit either in the designated seat or according to the rules applicable to all-access pass for the specific event. Sitting in a non-designated seat or area is not allowed. Except for holders of a half-day or full-day pass, or under the conditions as

stipulated in the special access policy announced by the OC of the 15th NG, you can only enter the venue once with one ticket. If you leave the venue for any reason, you are not allowed to re-enter with the same ticket. For holders of a half-day or full-day pass, you may enter the venue more than once during the relevant sessions. Ticket verification service will close 30 minutes before the scheduled end of the morning, afternoon or full-day session.

3. Policy on Refund and Ticket Exchange

3.1. You may not apply for a refund or a ticket exchange except under the circumstances specified in Article 3.2 below or as prescribed by law. For the avoidance of doubt:

3.1.1. If you violate any terms of this notice, the OC of the 15th NG has the right to deny your entry or require you to leave the venue without refunding or exchanging your ticket.

3.1.2. If the start or end time of a session is changed but the session still ends on the originally scheduled date, you may not apply for a refund or a ticket exchange.

3.1.3. If a session is rescheduled to another day and the original ticket is still valid on the rescheduled date, you may not apply for a refund or ticket exchange.

3.1.4. If a session has started but not yet concluded, and the OC of the 15th NG declares the official conclusion of the session, you may not apply for a refund or a ticket exchange.

3.1.5. If there is a change in the schedule or participants of a session, you may not apply for a refund or a ticket exchange.

3.2. If a session has been cancelled before it starts and will not be rescheduled, the OC will arrange centralised refund after the conclusion of the 15th NG. However, you may not apply for a ticket exchange for another session.

3.3. In all cases where a refund is permitted, the OC of the 15th NG will only refund the face value of a ticket without the payment of interest. For the avoidance of doubt, the OC will not accept any refund applications as a result of your voluntary decision not to attend a session or your inability to attend for personal reasons.

3.4. The OC of the 15th NG may deny your entry to a venue or request you to leave the venue, for which you may not apply for a refund or a ticket exchange, under any of the following circumstances if:

3.4.1. you fail to comply with all or some of the terms contained in this notice;

3.4.2. you refuse security checks on you or your belongings conducted by the OC of the 15th NG;

3.4.3. you disrupt the order of the 15th NG;

3.4.4. you disturb other spectators' enjoyment of an event or impair the comfort or safety of others at a venue;

3.4.5. your tickets have been lost, misplaced, stolen, forged or altered by someone, or have become void, damaged, or illegible;

3.4.6. your tickets were purchased through illegal or unauthorised channels.

3.5. Except for the circumstance specified in Article 3.2 above, the OC of the 15th NG shall not be held liable for any claims, damages, losses or expenses incurred by you due to the cancellation or change of the 15th NG or any specific session of a competition.

3.6. Please keep your ticket(s) properly after collection. The OC of the 15th NG will not be liable for your inability to gain admission to a venue due to the loss, theft, misplacement, invalidation, illegibility or damage of the ticket(s).

4. Rules on Entering and Staying at a Venue

4.1. While inside a venue, please ensure the safety of yourself, your accompanying minors, elders and other persons for whom you bear a duty of care. Please also observe the warnings and codes of conduct posted inside or near the venue. The OC of the 15th NG will not be liable for any consequences arising from your recklessness or negligence.

4.2. You must assume responsibility for the safety of yourself, accompanying minors, elders and other persons for whom you bear a duty of care and the safety of your own and their belongings. In case of physical discomfort or injury, please promptly seek assistance from the venue staff.

4.3. Ticket verification at a venue usually starts 60 minutes prior to the commencement of an event (entry requirements for special session is subject to separate arrangement specified by the OC of the 15th NG). Holders of valid morning half-day pass, afternoon half-day pass or full-day pass may enter a venue more than once. Ticket verification service will suspend 30 minutes before the scheduled conclusion time of the event. To ensure timely entry, please confirm the event start time, venue opening hours, security checking time, public transport information, etc. before travelling to a venue. No parking spaces for either motorised or non-motorised vehicles are provided inside or outside a venue. Green travel is recommended. If you are a disabled person requiring parking facility or the use of assistive devices (such as wheelchair), please contact venue staff for necessary assistance. Please also set off early to allow sufficient time for travel and security check queues.

4.4. Security screening is a mandatory requirement for each entry to a venue. You expressly consent to undergo security checks before entering the venue and while an event is in progress. Security checks may include (body) scans and searches, as well as inspection of handbags, backpacks and other items carried by you, accompanying minors, elders, and other persons for whom you bear a duty of care.

4.5. Please get to your seat prior to the commencement of an event. Please also remain in your seats and refrain from standing or moving around during the event.

4.6. To the extent permitted by law, you hereby irrevocably release the OC of the 15th NG from any liability for any damages, loss, liability or injury you may suffer when attending the 15th NG events, arising from causes not attributable to the OC.

4.7. You should bear legal liability for any damages, loss or injury suffered by the OC of the 15th NG or any other persons arising from your intentional or negligent acts.

4.8. As a condition for entering and staying at a venue, you must strictly comply with the following rules:

4.8.1. Accept and abide by the terms contained in this notice;

4.8.2. Consent to undergo security checks on you, accompanying minors, elders and other persons for whom you bear a duty of care, as well as on any handbags, backpacks or other items carried;

4.8.3. Behave in an orderly manner at a venue so as not to obstruct others' normal viewing of an event;

4.8.4. Not to disrupt the order at a venue or impede others' normal conduct of work, nor cause property damage or personal injury to other persons at the venue;

4.8.5. Not to hold any tickets that have been lost, misplaced, stolen, forged or altered by someone, or have become void, damaged or illegible;

4.8.6. Not to purchase any tickets from unauthorised individuals or entities;

4.8.7. Not to obstruct or disrupt the normal conduct of the 15th NG, nor attempt to do so;

4.8.8. Comply with all policies, announcements or instructions issued by the OC related to the viewing of the competitions at the 15th NG; and

4.8.9. Observe the instructions of venue staff, including but not limited to undergoing security checks and ticket verification, and following the management advice of security personnel.

5. Prohibited and Restricted Items

5.1. “Prohibited items” refer to any items carried by individuals that contravene the laws and regulations of the Hong Kong Special Administrative Region (HKSAR) and are prohibited from being brought into competition venues. Prohibited items, once detected by security personnel, will be handed over to the relevant law enforcement agency for action in accordance with applicable laws and regulations. The rules on prohibited items apply to all competition venues and any persons entering such venues. Prohibited items include:

- (1) firearms, ammunition and explosives;
- (2) controlled devices such as replica guns, crossbows, slingshots and daggers;
- (3) hazardous materials that are flammable or explosive such as fireworks, firecrackers, gasoline and alcohol;
- (4) hazardous chemicals (such as highly toxic and corrosive materials) and radioactive substances;
- (5) hazardous substances such as harmful biological agents and infectious disease pathogens;
- (6) various types of narcotics including heroin, cocaine, cannabis, methamphetamine and etomidate;
- (7) other items that contravene the laws and regulations of the HKSAR.

5.2. “Restricted items” refer to any items carried by individuals that, while not contravening any laws and regulations of the HKSAR, violate the established practices of previous NG or may compromise the safety and order of the competition venues, and are therefore not permitted to be brought into the venues. Restricted items must be disposed of by the individuals carrying them, which include:

- (1) fragile items and various types of containers, such as glass bottles (cups), thermos flasks, ice buckets, milk bottles (except non-fragile milk bottles used by infants);
- (2) various kinds of soft and hard-packaged beverages (except for medical or infant feeding purposes), particularly alcoholic beverages, and items likely to be used for throwing (such as fruit and eggs);
- (3) any clothing, books, publications, banners/ posters/ placards/ leaflets /publicity materials/ display items that carry commercial, abusive, threatening, discriminatory, religious or political content, and other items used for promoting such content;
- (4) any means of mobility aids such as electric bicycles, motorcycles, bicycles, kick scooters, self-balancing scooters and skateboards, other than pushchairs for infants, wheelchairs and mobility scooters for persons with disability;
- (5) animals (except service animals such as guide dogs);
- (6) musical instruments, including instruments for musical performance, whistles, horns and drums;
- (7) any types of sticks and clubs (including but not limited to selfie sticks and umbrellas longer than 35cm) and sharp objects (such as pointed umbrellas) that may cause bodily harm;
- (8) any types of sports equipment, such as balls, bats, rackets, frisbees and similar items;
- (9) any personal belongings exceeding the width of a spectator seat, including those larger than 38cm x 20cm x 30cm (which cannot fit under the seat), such as storage boxes, suitcases and handbags;
- (10) flags with a dimension exceeding 1m × 2m when fully unfurled;
- (11) any unauthorised professional filming equipment (except handheld compact camcorders for household use). Professional filming equipment refers to “large camcorder with tripods”; all tripods, monopods or similar supports for cameras or camcorders;
- (12) any electronic devices that may disrupt the conduct of performances and competitions or obstruct others from viewing competitions, such as laser devices, amplification equipment, radios, walkie-talkies, wireless camcorders, wireless microphones, and radio transmitters (except public mobile communication devices (mobile phones), computers embedded with wireless network cards, remote car keys with transmission power below 2 milliwatts, wireless remote

controls for cameras, and devices that comply with the technical requirements for micro-power short-range radio transmission equipment such as smartwatches, smart bracelets and Bluetooth headsets);

(13) micro aerial vehicles such as drones; and

(14) any other items that may cause safety concerns or breach the ticketing agreement, such as ignition devices (lighters, matches, flint, etc.), battery equipment with a rated energy greater than 160WH (equivalent to approximately 43 000mAh) (such as high-capacity portable power banks), syringes and pharmaceutical agents.

5.3. Special Note:

(1) Persons with disabilities may carry essential first-aid medicines in small amount and orthotics, as well as necessary medical syringes, disinfectants, lubricating fluids, catheters and urine collectors. Persons with disabilities in wheelchairs may carry necessary wheelchair repair tools.

(2) Individuals who need to carry essential liquid medicines and medical aerosols in containers of less than 100ml for health reasons will be required to demonstrate their use of the items under the supervision of security personnel. Upon security clearance, such items may be permitted entry to the venue.

6. Prohibited Acts at the Competition Venues

“Prohibited acts” refer to any acts that violate the laws, relevant regulations and codes of the HKSAR, or the established practices of previous NG, disrupt the normal management and orderly conduct of NG events, cause chaos among the spectators and pose a potential risk to public safety. These acts will be dealt with in accordance with the laws and regulations of the HKSAR and relevant requirements by the venue management and security personnel. Prohibited acts are as follows:

6.1. Any form of dissemination, propagation or display of political, religious, racial or sexist messages, such as chanting slogans, displaying

banners or signs, and distributing leaflets;

6.2. Any sit-ins, assemblies, marches, demonstrations or other acts of protest involving specific appeal(s);

6.3. Violent acts in such forms as beating, smashing, looting or committing arson;

6.4. Surrounding and harassing referees, umpires and judges, athletes or other staff members;

6.5. Any behaviour that disrupts the order of an event, such as intentionally damaging venue facilities, climbing guardrails, stepping on seats, throwing sundries, setting off fireworks and firecrackers, burning objects (clothes, paper, flags, portraits, etc.), exposing the body, jumping into the infield, breaking through the dedicated competition routes, self-injury, self-mutilation, self-immolation, mass gathering and blocking of entrances and exits and dedicated competition routes, forcibly entering venues, intruding into cordoned-off security zone(s), etc.;

6.6. Any behaviour and language that insults or irritates spectator(s);

6.7. Any forms of gambling;

6.8. Behaviours that violate the regulations on prohibited items and restricted items;

6.9. Any unauthorised use of micro aerial vehicles, such as drones;

6.10. Behaviours that hinder staff from performing their duties through insults, physical assault, or other means;

6.11. Other behaviours that violate the laws and regulations of the HKSAR or the established practices of large-scale comprehensive national competitions; and

6.12. Behaviours that violate the laws and relevant regulations and codes of the HKSAR or the notice for ticket holders of sport competitions in the Hong Kong competition region.

7. Photo-taking and Filming Rules at the Venue

7.1. You agree to be photographed, filmed, recorded, identified or documented in any other forms by the OC of the 15th NG or a third party designated by it, and allow the above-mentioned subjects to use such photos, videos, audio clips or records free of charge in any format, through any medium or with any technology, within the longest period of time as permitted by law. In addition, without the permission of the OC of the 15th NG or other holders of related rights, you may not collect or use materials of live sports events and activities, including but not limited to photos, audio clips or videos, and other video-based or photographic content, for profit-making purposes. You are granted only a limited and revocable right to use the above recorded content for private, non-commercial and non-advertising purposes.

7.2. The visual and audio clips of the 15th NG recorded by you via cameras, video recorders or audio devices, or any other equipment, may only be used for private, family and non-commercial purposes. Under no circumstances may you sell, re-transmit or publish the videos, audio clips and images you have recorded or grant permission for the use of such videos, audio clips and images on any network or through any other medium, nor may you put them for commercial use.

8. Personal Information Protection

8.1. The OC of the 15th NG will keep all personal information submitted by ticket buyers strictly confidential, and will only use such personal information for the purposes of processing ticket purchase and verifying tickets.

8.2. To ensure a smooth ticket purchase and admission, you hereby expressly agree that the OC of the 15th NG or a third party authorised by the OC of the 15th NG may retain the personal information you submit and process or use it accordingly as needed.

9. General Terms

9.1. This notice and its abbreviated version printed on the back of tickets (notes on the back of tickets) constitute the entire agreement between you and the OC of the 15th NG. In the event of any conflict between the notes on the back of tickets and this notice, this notice shall prevail.

9.2. The OC of the 15th NG or the NGCO may, upon prior notice, amend, delete, or add to the articles of this notice (including the notes on the back of tickets). If any article of this notice is unenforceable for any reason, such unenforceability shall not affect any other articles of this notice (including the notes on the back of tickets).

9.3. All disputes related to this notice (including the notes on the back of tickets) shall be governed by the laws, relevant regulations and codes of the HKSAR, and shall be construed in accordance with the laws of the HKSAR.