The North Sydney New Year's Pool Party

Ticket Sales – Terms and Conditions

Event date: Thursday, 31 December 2026
Entry opens: 6:00 pm
Venue closing time: 1:00 am, Friday, 1 January 2027
Venue: North Sydney Olympic Pool (NSOP), North Sydney, NSW

By purchasing a ticket to, or attending, The North Sydney New Year's Pool Party (the Event), you agree to the following Terms and Conditions.

1. Tickets and Admission

1.1. A valid ticket is required for entry to the Event. This includes children aged two years and under, who must have a complimentary ticket booked in advance.

1.2. Tickets are valid only for the Event and date specified on the ticket.

1.3. Event entry commences at 6:00 pm on Thursday, 31 December 2026. Attendees must comply with all venue entry procedures, security requirements and directions issued by authorised staff.

1.4. All attendees must commence vacating the venue following the conclusion of the midnight fireworks. All attendees must leave the premises by 1:00 am on Friday, 1 January 2027.

1.5. Tickets are subject to availability and must not be resold for commercial gain or used for promotional purposes without prior written approval from the Event organiser.

1.6. Entry may be refused, or an attendee may be required to leave, if they breach these Terms and Conditions, engage in unacceptable behaviour or pose a risk to the safety or enjoyment of others, subject to applicable law.

1.7. **Access for the Event is to the NSOP aquatic facilities only**, including the steam room, sauna and spa. A ticket to the Event does not provide access to the NSOP gym, group fitness studios or creche, which are not available to attendees at any time during the Event.

2. Ticket Categories and Children

2.1. **Child tickets:** Children aged 3 to 15 years inclusive must hold a valid Child ticket.

2.2. **Adult tickets:** Attendees aged 16 years and over must hold a valid Adult ticket.

2.3. **Children aged two years and under:** Children aged two years and under may attend free of charge but must have a complimentary ticket booked in advance. Proof of age may be requested.

2.4. Parents and guardians are responsible for the behaviour, safety and supervision of children in their care throughout the Event.

2.5. NSOP supports and enforces the Royal Life Saving Keep Watch program, which promotes active parental supervision of children in, on and around the water. Parents and guardians must actively supervise their children at all times and remain responsible for their children's safety. Lifeguard supervision does not replace the supervision responsibilities of parents or guardians.

2.6. Parents and guardians must comply with all applicable NSOP supervision requirements, pool rules, safety instructions and directions issued by lifeguards and other authorised staff.

2.7. The Event organiser reserves the right to request proof of age where there is uncertainty regarding the appropriate ticket category.

3. No Alcohol Policy

3.1. **This is a strictly alcohol-free event.** Alcohol must not be brought into, consumed or distributed anywhere within the venue or Event.

3.2. Attendees must not attempt to bring alcohol into the venue, including in bags, containers or other personal belongings.

3.3. Persons who appear to be intoxicated may be refused entry or removed from the venue.

3.4. Attendees must comply with all directions from venue staff regarding alcohol and prohibited substances.

4. Food and Beverages

4.1. **No outside food or beverages are permitted**, with the exception of bottled water.

4.2. Food and beverages will be available for purchase from the NSOP Café and Gelato Bar during the Event, subject to availability and operating hours.

4.3. Glass bottles, glass containers and other items identified by venue staff as presenting a safety risk are prohibited.

4.4. Attendees must dispose of rubbish responsibly and use the bins provided throughout the venue.

5. Security and Bag Checks

5.1. **Bag checks and inspections of personal belongings will be undertaken as a condition of entry** to help ensure compliance with these Terms and Conditions and maintain a safe environment for all attendees.

5.2. Checks will be undertaken to identify and prevent the entry of alcohol, outside food and beverages (other than permitted bottled water), prohibited or unpermitted substances, weapons, dangerous items and other prohibited objects.

5.3. Attendees must cooperate with authorised staff conducting security checks and comply with reasonable directions regarding prohibited items.

5.4. Items that are prohibited under these Terms and Conditions must not be brought into the venue. The Event organiser may refuse entry to any person who declines to comply with applicable security screening requirements, subject to applicable law.

5.5. Prohibited items may be refused entry or dealt with in accordance with applicable law and Council or venue procedures. Attendees should not bring valuable or unnecessary items to the Event.

6. Pool Safety and Use of Facilities

6.1. All attendees using the pools or aquatic facilities must comply with NSOP's conditions of entry, pool rules, safety requirements and directions issued by lifeguards or other authorised staff.

6.2. Parents and guardians must actively supervise children in accordance with the Royal Life Saving Keep Watch program and NSOP's supervision requirements, including when children are in or around the water.

6.3. Attendees must behave responsibly in and around the pools. Running, pushing, dangerous play and any other unsafe conduct are prohibited.

6.4. Appropriate swimwear must be worn when using the pools. Additional venue-specific requirements may apply.

6.5. **Swimwear requirements:** Children under four (4) years old must wear a swim nappy with an aqua pant over the top. Underwear, regular nappies, boxer shorts or other outerwear are not permitted in the water. Swimming briefs must be worn underneath boardshorts.

6.6. Access to particular pools, attractions or facilities may be restricted where necessary for safety, operational requirements, maintenance, weather conditions or other reasonable reasons.

6.7. Attendees must immediately comply with any instruction to leave the water or cease using a facility.

7. Behaviour and Prohibited Items

7.1. Attendees must behave respectfully towards other guests, staff and contractors.

7.2. Bullying, harassment, threatening behaviour, violence, discriminatory conduct and damage to venue property will not be tolerated.

7.3. Smoking and vaping are prohibited in all areas.

7.4. Weapons, dangerous items, illegal substances, fireworks and other items considered unsafe or inappropriate for the Event are prohibited.

7.5. Unauthorised commercial activity, including selling goods or services, is not permitted without prior written approval from the Event organiser.

7.6. Attendees who breach these conditions may be refused entry or required to leave the venue without a refund, subject to applicable law.

8. Event Operations, Changes and Cancellation

8.1. The Event organiser reserves the right to make reasonable changes to Event arrangements, including activities, facilities, operating procedures and access arrangements, where required for safety, operational, weather-related or other legitimate reasons.

8.2. Aquatic facilities and outdoor activities may be temporarily suspended, restricted or closed due to adverse weather, water quality, technical issues, emergencies or other circumstances affecting safe operation.

8.3. The Event organiser may delay, modify, suspend or cancel the Event where reasonably necessary, including due to severe weather, emergency situations, safety concerns or circumstances beyond its reasonable control.

8.4. If the Event is cancelled, postponed or materially changed, the Event organiser will communicate the arrangements to ticket holders and advise of any applicable refund, credit or other remedy in accordance with the ticketing conditions and Australian Consumer Law.

8.5. Nothing in these Terms and Conditions excludes, restricts or modifies any rights or remedies available to consumers under the Australian Consumer Law.

9. Personal Belongings and Liability

9.1. Attendees are responsible for their personal belongings. The Event organiser accepts no responsibility for lost, stolen or damaged personal items except where liability cannot lawfully be excluded.

9.2. Attendees must take reasonable care for their own safety and the safety of others when participating in aquatic and recreational activities.

9.3. Nothing in these Terms and Conditions excludes or limits any liability, consumer guarantee, right or remedy that cannot lawfully be excluded or limited under applicable law.

10. Photography and Recording

10.1. Photography and filming may take place during the Event for promotional, operational or record-keeping purposes.

10.2. Attendees must respect the privacy of other guests, particularly children, and must not photograph or record other attendees in a manner that is intrusive, inappropriate or contrary to venue rules or applicable law.

10.3. Any use of identifiable attendee images for promotional purposes will be managed in accordance with applicable privacy requirements and relevant consent arrangements.

11. Acceptance of Terms

11.1. By purchasing a ticket or entering the Event, attendees acknowledge that they have read and agree to comply with these Terms and Conditions.

11.2. Parents and guardians are responsible for ensuring that children in their care comply with these Terms and Conditions and all applicable venue rules.

11.3. The Event organiser reserves the right to update these Terms and Conditions where reasonably necessary, subject to applicable law. Material changes affecting ticket holders will be communicated where appropriate.

We look forward to welcoming you to The North Sydney New Year’s Pool Party and celebrating New Year’s Eve at North Sydney Olympic Pool.