

# **SHOW – Consumer Terms and Conditions of Entry**

These terms and conditions apply to all shows and events (**event**) organised by XPO Exhibitions Limited (we, us or our), by purchasing and/or using tickets and attending one of our events, you agree to these terms and conditions (**Terms**).

## **Purchasing Information:**

When you purchase your tickets, you are purchasing from us (XPO Exhibitions Limited,) GST 103 787 661  
Email: [tickets@xpo.co.nz](mailto:tickets@xpo.co.nz)  
Address: Level 3, 152 Beaumont Street, Westhaven, Auckland 1010  
Phone: 09 976 8300

Where we use Lüp as our ticketing provider, the ticket transaction is processed and facilitated through Lüp's ticketing website eMatter Technologies Pty Ltd  
ABN: 27 093 085 977  
Email: [tickets@lup.events](mailto:tickets@lup.events)  
Address: Level 12, 127 Creek Street, Brisbane City, QLD 4000

**Ticket Purchasing:** All specified prices for tickets are in New Zealand Dollars, are inclusive of any Goods and Services Tax and may be subject to transaction and/or credit card fees. If these fees are applicable, they will be calculated and displayed to you before you confirm your purchase. Advertising of tickets and ticket sale prices is subject to availability. Ticket sales will cease when the allocation of tickets is sold or at a time otherwise specified by us.

**Payment Processing:** All payments are processed via the secure payments system on Windcave and subject to Windcave's terms and conditions ([windcave.com](http://windcave.com)) which can be found here: [Windcave Terms](#)

**E-tickets:** Once you have completed your order and payment of your e-tickets, you will be sent your tickets via the email address provided. Please make sure the email address is accurate. You will need to either print the PDF e-tickets and bring with you to the event or ensure you can display the QR code e-tickets PDF on a mobile device to be scanned at the event. You may separate tickets from the original ticket PDF if people using the tickets wish to arrive at different times. Each e-ticket has a unique QR code which allows one entry only to the event, unless otherwise stated.

**Ticket Management:** Each person must have their own ticket with unique QR code to be able to enter the event. Once your order has entered the payment process, **you will not be able to change** or cancel the order. If you have misplaced your e-ticket, we can resend your tickets to your email address. Please treat your physical tickets like cash. We cannot replace any physical tickets that may have been lost, stolen, misplaced or destroyed. Refunds are not provided for a change of mind. If you need assistance regarding your ticket, please contact us using the details provided above so we can review your request.

**Entry:** Entry may be refused if a physical ticket is damaged or defaced or any ticket is unreadable by our ticket scanning technology. Entry to an event may be refused where an age or other entry restriction applies and valid identification cannot be provided when requested. Entry may be refused if you are using an e-ticket that has already had its QR code previously scanned.

**Prize Draws and Competitions:** To enter one of our prize draws or competitions, the terms of entry into the prize draw or competition will require you to register your ticket (i.e. to

append your contact details) online or at the event. If you purchase your tickets online, you can register your ticket by filling out your details online when prompted at the completion of purchase, or following the link on your unregistered tickets and adding your details prior to the event. You can also register your ticket on tablet computers located throughout the venue. For further details of the terms and conditions for entry into prize draws refer to the relevant event's website. Additionally, you may choose to scan your ticket for any competitions or to provide your contact details conveniently to exhibitors at the event who have ticket scanning technology. For more information on what personal information is transferred, please refer to our Privacy Policy <https://www.xpo.co.nz/privacy-policy/>.

**Our liability:** As a consumer, you have rights and remedies under the Consumer Guarantees Act 1993 (**CGA**) and Fair Trading Act 1986 (**Consumer Law**) that cannot be restricted. Nothing in these Terms restricts or modifies your rights pursuant to Consumer Law. Under the CGA services come with certain guarantees including that they will be (i) carried out with due care and skill, (ii) fit for a particular purpose, and (iii) provided within an agreed time period or within a reasonable time. A failure of a service to comply with a guarantee under the CGA entitles consumers to remedies which may include a refund, replacement, resupply or damages for reasonably foreseeable loss. Remedies depend on the nature of non-compliance, and whether any associated failure is minor, capable of being remedied or of a substantial character. Outside the rights you may have under Consumer Law, or any other express warranties made by us in writing, we will not be liable to you for any loss or damages of any kind, including, without limitation, for any indirect, or consequential loss. Subject to Consumer Law, to the extent we have any liability, such liability is limited to the amount originally paid for the ticket.

**Event Changes:** It is possible that an event may need to be cancelled or postponed. If the event is postponed to an alternative date, your ticket can be used on the revised date(s). If the revised date is not suitable for you, or if the event is cancelled, you can apply for a refund by contacting us using our contact information above, or as directed by the event website. Refund requests should be submitted within a reasonable timeframe (and prior to the revised date of a postponed event) and will exclude transaction fees and any voluntary charity donations included in your purchase.

**Event schedule changes:** We reserve the right to change any event schedules, including session times, speakers or exhibitor participation and are not liable in any way for such changes.

**Canvassing:** Canvassing for orders of goods or services at an event, by any person other than an exhibitor is prohibited. The distribution or display of other commercial product, placards, promotional flyers, circulars, or other promotional material by any person other than an exhibitor, is strictly prohibited.

**Prohibited Items:** You are prohibited from bringing alcohol or illicit or illegal substances to the event. Admission of 'service animals' is at our discretion.

**Behaviour:** At the sole discretion of the Organiser, we will not tolerate harassing or disrespectful behaviour, messages, images, interactions or any other anti-social behaviour, including theft, by you, in any form, at an event. Smoking, vaping or consuming drugs is not permitted within and around the venue where the event is located. We reserve the right to inspect any of your bags, clothing or items via screening equipment and/or to conduct bag checks at any time including for the purpose of ensuring there are no prohibited items in the venue and for any other lawful purpose. If you are advised not to bring an item to the venue and refuse or are found to have prohibited items at the venue or event you may be asked to leave.

**Policies:** When attending our events you agree to comply with our applicable policies, procedures and directions to manage health and safety risks. This includes following signage and/or staff directions and any emergency procedures. You must not interfere with any equipment, exhibits or stands (unless you are expressly authorised or invited by an exhibitor to touch or trial specific items, in which case you must follow their instructions). By attending any of our events you agree to comply with any emergency procedures required by us or the venue.

**Exhibitor Products and Services:** We are in no way responsible or liable for the action or inaction of any exhibitor, or their products and services displayed or sold, including at any of our events. We do not provide recourse nor accept liability for any disputes, including, without limitation, payment or delivery or pricing related matters which may occur between attendee(s) and exhibitor(s).

**Intellectual Property:** We own or have rights in the intellectual property in our trade marks, event content and collateral, presentations and associated event material. You may not record, reproduce, or distribute any of our intellectual property without our prior written permission.

**Privacy:** By purchasing a ticket using the official event ticket purchasing system (whether operated by us or by our ticket provider, Lüp), and/or attending the event, your personal information will be collected and used by us and certain third parties (as further detailed in our Privacy Policy) for the purposes of processing your ticket purchase and/or registration, facilitating your attendances at the event, marketing to you, for publicity purposes specific to the event and for the purposes set out in our Privacy Policy. Our Privacy policy is available at <https://www.xpo.co.nz/privacy-policy/>. You may request access to and/or correct your personal information by emailing [tickets@xpo.co.nz](mailto:tickets@xpo.co.nz).

Where you are purchasing a ticket for an individual other than yourself, you warrant to us that you have obtained the express consent of that individual to include their personal information on their ticket (where relevant) and agree to the terms and conditions of the Privacy Policy on their behalf.

**Photography and Filming:** The event may be photographed or filmed by us, our official nominated contractors and/or approved third parties, including approved onsite media. By attending the event, you consent to your perpetual, free of charge, use of your image, voice and/or likeness by us or an exhibitor for security and/or marketing purposes. If you do not want your image to be used for marketing purposes, please notify us in writing prior to the event or inform us at the event information counter located onsite. Attendees are strictly prohibited from photographing or filming exhibitor products and services for commercial reasons without express consent from that exhibitor's staff who must be present at the time on their stand.

**Force Majeure:** We are not liable for delays or cancellations of an event due to events circumstances beyond our control, including but not limited to natural disasters, strikes, pandemics, or government restrictions.

**Non-compliance with Terms:** You may not be permitted to enter an event and/or will be removed from an event if we determine that you are in breach of any of these Terms. In these circumstances you will not be entitled to any reimbursement of costs incurred by you.

**Amendment:** These Terms may be amended from time to time. Please review the current version of the Terms available on our website, when purchasing and/or using tickets for an event.

**Last updated** 21 April 2026