



# FINAL MEET INFO SPECTATORS

Welcome to Swimming Queensland's first Championship event for the 20/21 season!

In nominating for the 2020 McDonald's Queensland SC Championships or purchasing a ticket, you have agreed to the COVID-19 Terms and Conditions, which can be reviewed on page 5.

***Please do not attend if you are unwell or experiencing any symptoms on the day.***

Below are the key pieces of information that spectators need to know in attending this event.

## EVENT PARKING

As there are other events happening in various locations of the Sleeman Sports Complex during this Championship, please park in **car park 3** (see venue map on page 2).

## TICKETS

All spectators **must have a ticket** to gain entry on each day of the event (i.e. Friday ticket, Saturday ticket, Sunday ticket, Program ticket). If you do not have a ticket, you will not be allowed to enter. ***There will be no sales of tickets or programs at the gate.***

However, we have implemented a system for the **flexible use of tickets**, please read full details on page 4.

You are not required to print your ticket as these are able to be scanned from a device. For contact tracing compliance, **all spectators will be required to scan out when leaving**, so please retain any printed copies for this purpose.

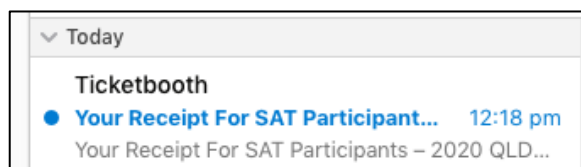
Swimmers, volunteers, support persons and officials have been automatically issued Ticketbooth tickets today (tickets for swimmers who are dependants in Swim Central, were issued to their parent/guardian email address).

**Need to update ticket holder details?** [Click here.](#)

**Not sure how to download your ticket?** [Click here.](#)

**Need to purchase a program?** [Click here.](#)

Having trouble finding your swimmers' ticket? Please note, this is an email from Ticketbooth and not from Swimming Queensland. A ticket for a swimmer competing on Saturday would look like this in your inbox:





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## GRANDSTAND ACCESS & SEATING

Access to the venue for all spectators is **via the Western grandstand**. This is the Aquatic Café side of the Brisbane Aquatic Centre (see maps below).

All spectators are required to produce their ticket upon entry (either printed or on a device) and will be scanned in. If you have purchased a program, it will be available for collection at this point upon scanning of the Program ticket.

Gates open at 7:00am each day of the meet, however please arrive at a time appropriate to the events you are keen to watch, with racing starting at 8:30am each day ([view Timeline](#)).

**Entry will only be given to ticket holders with correct name stated**, and with contactless scanning in place, we expect this to be a smooth and quick process. However, where large numbers arrive at the same time, please be patient and ensure physical distancing is practiced as you move through by keeping a distance of 1.5m between yourself and others.

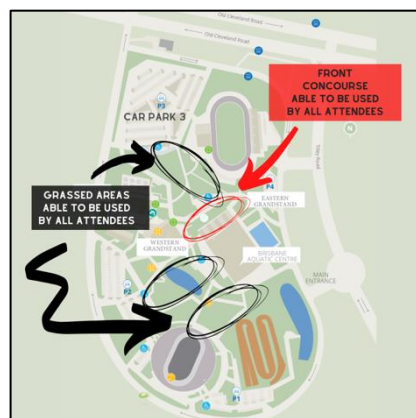
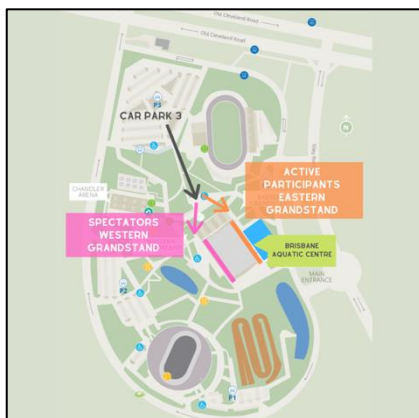
Spectators will be provided a wristband once their ticket has been scanned and **will need to self-apply** before entering the grandstand. Spectators will then **receive their seat cards** that will be specific to a row and seat within the section purchased. **You must sit in the seat stated on the seat card**. Ushers are available to assist in finding your seat.

Your seat card, together with your wristband, **must be shown to staff** when re-entering the grandstand after accessing the café and various grassed areas around the venue. Wristbands and seat cards will be different for each day of the meet and are not transferrable.

***Please note, spectators will not be granted access to pool deck or the Eastern grandstand and active participants will not be granted access to the Western grandstand.***

We ask all attendees to be considerate of the common goal for the sport to continue to move forward by showing both kindness and respect to the staff and volunteers at all times.

## CAR PARK, GRANDSTAND ACCESS AND USEABLE AREAS FOR ALL ATTENDEES





# FINAL MEET INFO SPECTATORS

## FOOD AND DRINK

As usual, you are welcome to bring your own food/drink with you to the event.

Alternatively, the Aquatic Café (located at the aquatic centre's reception area) and Fine Fast Foods (at the front concourse) will be operational all days of the event.

**Note, all sales at these two sites are CASHLESS.**

Aquatic Café 8:00AM – 2:00PM\*

Fine Fast Foods 7:00AM – 3:00PM\*

Please be aware, there is no seating available at the café, with all orders filled as takeaway and all food and drink **must be consumed in your seat within the grandstand**. Alternatively, you are welcome to utilise the various grassed areas of the venue (refer page 2).

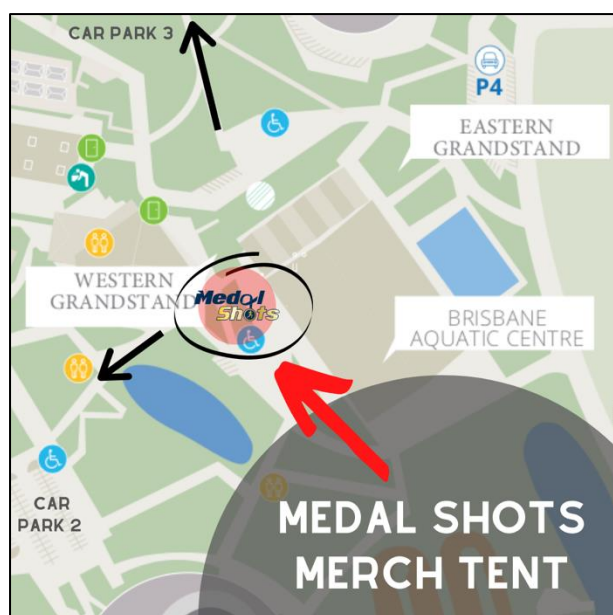
\*where there is limited need for the catering facilities to remain open, they may close earlier, however an announcement will be made in this instance.

## EVENT MERCHANDISE & CHAMPIONSHIP PHOTOGRAPHY

Medal Shots will be on site during the event for collection of pre-ordered event merchandise and Championship photography. Note, there will be no guaranteed stock available at the event, with orders this year being processed online in the lead up.

For collection of orders, make your way to the Medal Shots tent (see map below). While the tent is outside on an open grassed area, please adhere to physical distancing when queueing.

For any questions related to event merchandise, please [contact Medal Shots directly](#).





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## FLEXIBLE USE OF TICKETS

A seat can be used by more than one attendee where the ticket holder vacates it by scanning out of the Western grandstand and giving their Ticketbooth ticket and seat card to the next attendee. There will be no limit on the number of times a transfer can occur throughout each day of the event.

To enable the success of this flexible use of seating, we will rely on attendees working with us and each other in complying with the measures in place at the event and the SQ and Sleeman Sports Complex COVID-Safe Plan.

This means:

- Original ticket holder must scan out and organise to provide both their Ticketbooth ticket and seat card to the next attendee.
- The next attendee makes themselves known to the staff at the Western entry point with this ticket and seat card.
- This ticket will then be scanned in and the next attendee will be provided a wristband. A disinfectant wipe will also be provided to clean the seat prior to use.
- The next attendee will need to provide their details for compliance with contact tracing.
- The next attendee will need to scan out with their ticket when leaving and vacating their seat.
- This process can be repeated throughout the day, allowing people to come and go, remaining compliant with ticketing, capacity, group management, cleaning and contact tracing requirements.

## Terms & Conditions

- Original ticket holder must scan out when departing, otherwise the scanning system logic will produce an error, preventing entry of the next attendee, regardless.
- Entry will not be given to an attendee who does not have both a Ticketbooth ticket **and** seat card.
- Due to the separation required between spectators and active participants, swimmers, coaches and club managers are unable to access the Western grandstand regardless of holding a spectator ticket on the same day.
- Seat cards and wristbands are different across each day of the event.
- Once in the Western grandstand with a wristband applied, attendees are free to move in and around the usable areas of the venue, however, must show both their **wristband and seat card** to regain entry through the Western gate.
- Ushers and event staff are able to ask to view wristbands and seat cards at any time to ensure compliance with ticketing, contact tracing, capacity and group management.
- Anyone who refuses to comply with the above measures implemented in accordance with the Qld Government and Health Directives, will be asked to leave by event staff, ushers or venue security.

# SWIMMING QUEENSLAND

## COVID-19 Terms and Conditions of Entry and Attendance at Events

All attendees will be required to read these Terms and Conditions and the Meet Information before nominating for, or attending the event. Nominating for, or attending the event confirms your acceptance of these Terms and Conditions.

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### Purpose

The purpose of this document is to provide COVID-19 terms and conditions for attendees at events and club activities in Queensland

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### Terms and Conditions

Swimming Queensland (SQ) will take reasonable, proportionate steps in accordance with published advice, to respond to the current (known) risks associated with the virus and requires all event attendees to do likewise.

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1. I acknowledge that by nominating for, or attending an event I agree to abide by and adhere to these COVID-19 Terms and Conditions.
  2. I acknowledge that I must follow all COVID Safe directions related to attendance at an event.
  3. As an attendee, I understand that I am responsible for adhering to physical distancing, health, and hygiene guidelines. Including, but not limited to:
    - Keep 1.5 metre distance between yourself and others
    - Adhere to all designated venue flow, entry and exit points as per event maps
    - Stay home, do not attend the event, and seek testing if you have symptoms
    - Wash your hands often and cover coughs and sneezes
    - Do not share food, drink, or sporting equipment with others
  4. I confirm, that neither I, nor any member of my household, is experiencing any COVID-19 symptoms, been in contact with any confirmed or suspected COVID-19 cases, been present in any COVID-19 hot spots in the previous 14 days or travelled internationally.
  5. I confirm that if I return a positive COVID-19 test within 14 days of the event, I will immediately notify my Club and SQ.
  6. I acknowledge that I have read, understood, and agree to comply with the published Meet Information.
  7. I warrant that I will provide all required information and that it will be true and correct.
  8. I authorise my information to be used and disclosed to relevant bodies where necessary to implement the government directions with regards to COVID-19 and the resumption of sporting activity; in particular for contact tracing purposes as required from time to time.