



# SINGAPORE SMASH

## Singapore Smash 2023 Event Ticket Policy

### Conditions of Sale and Entry

OCBC Arena (Halls 1 and 2) and Singapore Smash Park (collectively the “Venue”)

These conditions of sale and entry (“T&Cs”) govern access to the Singapore Smash 2023, held from 7 March 2023 to 19 March 2023 (“Singapore Smash”), for all ticket holders (including complimentary tickets) on behalf of WTT Singapore Smash Pte. Ltd. (“we” or “WTT”).

These T&Cs operate in conjunction with Ticketmaster’s standard Purchase Policy and venue owner – Kallang Alive Sports Management Co. Pte. Ltd. (“KASM”) Terms and Conditions of Ticket Sale and Entry, Conditions of Entry for Events at the OCBC Arena, Singapore Sports Hub and any other conditions, policies, notices, or documents that may be made available from time to time whether before or at Singapore Smash.

By purchasing and/or using tickets to the Singapore Smash (“Ticket(s)”), each ticket holder is deemed to have accepted and agreed to be bound by these T&Cs. Where Tickets have been purchased on behalf of others, or have been given as complimentary tickets or part of giveaways by official partners, it is the responsibility of the purchaser or distributor of such Tickets to draw attention to these T&Cs and where they are available for viewing to the ticket holder, and such ticket holder agrees to be bound by these T&Cs.

### 1) Important information

The Singapore Smash is a multi-feature ticketed event bringing a brand new event experience to the sport of table tennis, featuring a high stakes table tennis competition (the “Event”) and event engagement, activities and experiences located in and around the Venue.

Each ticket provides ticket holder (“you” or “your”) with conditional license for admission to the applicable areas of the Venue and specific sessions, times, and dates for the Event (as stated on the Ticket).

WTT makes no representations or warranties that:

- a) your Ticket(s) enable you to watch any table tennis players or matches during a specific session;
- b) table tennis matches or performance sessions will start at specific time or continue for any set length of time;
- c) any players, musician(s) or group(s) will perform during a specific session; or
- d) you will be able to access any and all facilities, activities, or areas during a specific session.

### 2) Event Scheduling and Alterations

The Event shall feature table tennis matches played in single, double, and mixed doubles format. All singles events in the Main Draw (Round of 64, Round of 32, Round of 16) and all rounds in the Qualifying stages will be played in best of five (5) games. All other singles matches (Quarterfinals, Semi-finals and Finals) will be played in best of seven (7) games. All doubles and mixed doubles matches will be played in best of five (5) games.



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The Event is played in a knockout format with each player's progression through the competition determined by a few factors including event draw and outcome of player's previous matches during the Event. Each day of the Event may have up to two match sessions (each a "Session", and referred to as the "First Session" or "Second Session"). Each Session shall have table tennis matches and may include performances, the number of matches and performances during each Session may vary. WTT may release daily match schedules and activities timetable for each Session (the "Schedule"). WTT reserves the right to change any Schedule at any time and for any reason. Due to the nature of the Event, changes to a Schedule or a walkover shall not be construed as "material changes" to the Event and do not entitle ticket holders a refund, exchange, or other compensation. Please note that the advertised door openings, start times, and duration of the Event stated at purchase are subject to changes in accordance with the Schedule. The Second Session of the day (if any) may be delayed if the First Session overruns the scheduled time.

### 3) Use of Ticket and Ticket Restrictions

Ticket holders are required to produce valid Tickets to gain access to the Singapore Smash on the intended date of arrival. Either printed or electronic tickets must be produced at the door for admission. All bags may be subject to a visual inspection for prohibited items prior to entry.

Re-entry shall be limited to entry and re-entry within the Venue during each Session (between OCBC Arena hall 1 and/or hall 2 and Singapore Smash Park) only. You shall not be granted re-entry into the Venue once you have exited. You shall be required to leave the Venue after the Session concludes.

Tickets for Hall 1 are based on allocated seating, and such ticket holder is entitled to the seats allocated and stated on their Ticket. Tickets for Hall 2 are based on free-seating format within an allotted section, and such ticket holder is entitled to any seat within the allotted section.

WTT reserves the right to refuse entry into or remove any person from the Venue without refund, or compensation under following circumstances:

- a) if a person is deemed to be disorderly, intoxicated, under the influence of drugs or has been found to have been in violation Prohibited Conduct rules (see Paragraph 7);
- b) if a person wears or displays commercial, political or offensive signage or logos, except for official merchandise or other Event related clothing worn in good faith;
- c) if entry to the Venue, or an area prohibited to the general public within the Venue, was unauthorised or accessed illegally;
- d) if a person refuses to be inspected or submit their belongings for inspection for Prohibited Items (see Paragraph 8);
- e) if there are adverse weather conditions, emergency or dangerous situations or any other circumstances that will affect the safety of participants (including ticket holders, players, WTT staff, accredited volunteers, or other accredited personnel) at the Singapore Smash.

Entry will be denied if Tickets are reasonably suspected to be of any of the following without the prior written consent of WTT:

- a) a transferred Ticket;
- b) Ticket(s) re-sold on platforms outside the distribution channels listed under Ticketmaster. Any sale or resale of Tickets on any other platform aside from those channels as provided by Ticketmaster is strictly prohibited.
- c) Ticket(s) advertised or offered for resale on the internet or in any other medium or platform;



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- d) Ticket(s) used for ambush marketing (including but not limited to advertising, promotion, contest, or sweepstake);
- e) Used for or in connection with any charitable circumstances.

#### 4) Refund, exchange or cancellation

Children under 3 shall not be permitted to attend the Event. All adults and children (aged 3 and above) shall require a ticket for admission to the Venue. Each Ticket admits one (1) to the Singapore Smash. Children under 12 must be accompanied by a responsible adult (aged 18 and above) at all times. Tickets sold are non-refundable (except as provided below).

No exchange of Tickets will be made. Tickets sold are subject to restrictions on: (i) entry or use; (ii) restricted or obstructed view; or (iii) a minimum age for entry. Please ensure that you take note of all requirements at the time of booking. No refund will be made in the event that ticket holder is refused admission due to a violation of any restriction(s) to entry or these T&Cs.

Individuals below 18 years of age shall not be permitted to the Infinity Lounge. Ticket holders under 18 who have purchased Packages or Tickets which include access to the Infinity Lounge shall not have Tickets refunded. WTT shall endeavour to find alternative seating for such ticket holder, subject to availability. WTT makes no guarantee that the alternative seat shall be of similar or equal value to the Package or Ticket purchased.

For ticket holders who have purchased Tickets through Ticketmaster and its authorised distribution channels, if the Event in full, any of the Sessions, or any days of the Event are cancelled, the order will be cancelled, and you will be refunded the sale price of your Tickets or Packages (Service Charges and Order Processing Fees may be non-refundable). For the avoidance of doubt, except for a full Event cancellation, you shall only be refunded the amount proportionate to such cancelled Session or date of the Event.

However, please note refunds, credits or replacements will **not** be issued in the following circumstances, where:

- a) Tickets are complimentary tickets;
- b) the Schedule for your specific Session changes, but a match is still played (in whole or part);
- c) the Schedule for the your ticketed Session changes (including changes to performers and performance times), but the Session still goes ahead (in whole or in part);
- d) the general admission to non-table tennis matches related entertainment in and around the Venue changes (such as changes of schedule, performers or cancellation of the general entertainment);
- e) your view of play or of the performance is restricted by event equipment, other patrons or personnel, or essential event infrastructure;
- f) you decide not to attend your Ticketed Session or date or any part of the Singapore Smash (e.g. other activities in and around the Venue), because you have changed your mind or are unable to attend due to other personal reasons.

Ticket holders must keep Tickets safe and in good condition. Tickets shall not be replaced if lost, stolen, or destroyed. Tickets are not redeemable for cash.

#### 5) Personal Data

By purchasing a ticket to Singapore Smash, you agree that your personal information may be collected or used in accordance with the privacy policy and cookies policy stated on Ticketmaster's website and KASM's Privacy Policy (available at



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[www.sportshub.com.sg/privacy-statement](http://www.sportshub.com.sg/privacy-statement)). You additionally consent to WTT's collection and storage your personal information for the purposes of ticketing, event management, event safety (including without limitation, contact tracing), surveys and marketing of event and product.

## 6) Audio, photography and videography

Flash photography and videography is restricted.

Non-commercial photography by you at the Venue is permitted provided that the photographs are for personal use only. Video and audio recording devices including but not limited to camcorders and action cameras are prohibited. Taking and/or publishing video footage or streaming of any match play via any means is forbidden (including sharing to social media). For the avoidance of doubt, personal mobile telephones are permitted within the Venue, provided always they are for personal and private use only and are not used to record or stream any match play. Any person who makes, reproduces or uses any data, footage, or photographs for use prohibited herein shall assign in writing all copyright and intellectual property rights to WTT or its Assignees. Flash photography is strictly prohibited all times within Hall 1 and Hall 2.

Equipment including but not limited to surveillance equipment, film cameras and sound recording will be present at the Venue. By entering the Venue or attending the Singapore Smash, you understand and consent to being filmed and recorded, and for WTT or Venue owner and any assignees (as applicable) to use your image, likeness and any sound recording for any media or other purposes including public transmission, advertising or promotional purposes, without payment or claim to copyright or intellectual property rights. You additionally consent to footage being shared with the Singapore Police Force and law enforcement authorities where necessary.

## 7) Safety, comfort and conduct

For the comfort, safety and enjoyment of all patrons, staff and event participants at the Singapore Smash, ticket holders shall:

- a) comply with direction or announcement any other requirements relating to access and safety given by WTT and its workforce (including accredited volunteers and personnel) and officials or authorities;
- b) maintain safe, prudent and respectful behaviour at all times;
- c) observe a standard of dress suitable and acceptable to the area of the Singapore Smash that you are in or seeking to enter and WTT.
- d) act in a safe, responsible and courteous manner at all times;
- e) ensure clothing or attire does not display commercial, political or other offensive signage, flags or logos, except for official merchandise or other Event related clothing worn in good faith;
- f) be responsible for all his/her own personal belongings and safety. WTT shall not be responsible for any damage to loss or theft of a patron's personal property; and
- g) attend the Singapore Smash at their own risk and assume all risk and liability for personal injury or death including that of any children under their care associated with attending the Singapore Smash. WTT shall bear no liability for any personal injuries, health problems or death sustained at or after attending the Singapore Smash, including directly or indirectly resulting from any existing medical condition.



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**Warning:** Singapore Smash may have strong sound or lighting stimuli, such as loud music, strobe lights and pyrotechnics which may affect persons with sound or light sensitivity or trigger persons prone to epileptic photosensitivity seizures. Attendance at the Singapore Smash is at your own risk.

## Safe Management Measures – Covid 19

- a) Mask wearing is optional. However, patrons are encouraged to exercise personal and social responsibility by continuing to wear their masks especially in crowded places.
- b) Any changes in safety management policies will be updated in accordance with the Government guidelines as may be announced from time to time.
- c) While WTT will implement reasonable measures to attempt to minimise the risk of exposure and spreading of the COVID-19 virus, you acknowledge that such measures do not guarantee that you will not be exposed to the virus. WTT, its workforce, officials and accredited personnel (including volunteers) make no guarantees, warranties, representation or other promises regarding the possibility of your exposure to the virus while attending Singapore Smash.
- d) With full knowledge of the risks associated with the COVID-19 virus, you agree that your attendance at the Singapore Smash shall be completely voluntary and that you shall;
  - i. assume all responsibilities and risk related to the COVID-19 virus while attending Singapore Smash;
  - ii. to the fullest extent permitted by law, acknowledge the risks associated with attending the Singapore Smash, accept the risk voluntarily and release and discharge WTT, its workforce, officials and accredited personnel from any and all claims, expenses, demands, suits, damages, costs (including legal costs), loss and injury you or any associated third party (Costs) may suffer or sustain directly and indirectly in connection with, or related to COVID-19 virus. This includes but not limited to travel, transportation, accommodation, hospitality, third part cost and expenses, endorsement or sponsorships or any third party arrangement and agrees to hold WTT, its work force, officials and accredited personnel indemnified from such costs.
- e) WTT may withdraw your rights to attend the Singapore Smash and access to the Venue if you:
  - i. test positive for COVID-19;
  - ii. are in the process of completing a government-mandated period of self-isolation; or
  - iii. present to Singapore Smash showing symptoms of COVID-19 including but not limiting to having fever above 37.5 degree celsius, chill, cough, sore throat and shortness of breath.

In such event, you shall not be entitled to any refund or exchange of your Ticket.

## Prohibited Conduct

For the safety and comfort of participants, WTT reserves the right to remove any person from the Venue should they display, exhibit, or commit the following prohibited actions ("**Prohibited Conduct**"):

- a) Commits conduct towards any player, performer, umpire, referee, other official or another patron in a manner which offends, insults, humiliates, intimidates, threatens, disparages or vilifies that other person;
- b) Disruption or interruption to any match or other event or activity at the Singapore Smash;
- c) Damages or defaces any part of the Venue or any other person's property;



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- d) Causes unreasonable disruption or interference or obstruction to other patrons or WTT, its workforce, officials, or accredited personnel or other persons engaged in the operation of the Singapore Smash.
- e) Conduct public surveys or opinion polls, handing out promotional items, soliciting donations or subscriptions, or other commercial or political disruption or activity.
- f) Obstruct the view of a seated patron (including by opening umbrellas within spectator areas while a match is in progress).
- g) Removal of footwear, shirts or public nudity / indecency.
- h) Concealing identity with a scarf, balaclava, mask or other item unless for a religious, medical or other justifiable reason.
- i) Smoking and/or vaping in non-smoking areas (within Venue and otherwise where signed).
- j) Any other conduct deemed unlawful in Singapore.

## 8) Prohibited items

Cloaking and deposit services are not available onsite. For swift entry through security check points, ticket holders are encouraged to travel light.

For the comfort and safety of patrons, players and performers, the following items are NOT permitted at the Venue:

- a) Outside food and beverage.
- b) Bags or luggage of dimension above 35cm x 20cm x 30cm.
- c) Glassware, cans or spray cans.
- d) Weapons, or items resembling or which could reasonably be construed as resembling weapons, including but not limited to knives, firearms, blunt offensive objects/batons and those with sharp ends, explosive such as fireworks or flares.
- e) Laser pointers, flash lights.
- f) Illegal substances including controlled, dangerous or illicit drugs
- g) Bicycles, skateboards, skates and scooters.
- h) Animals (other than trained assistance dogs).
- i) Musical instruments and noise makers including but not limited to drums, whistles, vuvuzelas, air horns and loud hailers, without the prior consent of WTT.
- j) Projectile items which are reasonably considered by WTT as being able to cause injury, nuisance or offence to another person including balls, frisbees, sports rackets/ sticks or similar objects;
- k) Electronic devices such as iPads, tablets and laptop are allowed to be brought into the halls but cannot be used or raised during the Event.
- l) Flags larger than 1m x 2m.
- m) Flags or any posters depicting or carrying the mark or emblem from the following ITTF member association(s) - Belarus, Russia.
  - i) Please note that the IOC approved Chinese Taipei flag may be displayed.
  - ii) All other flags must be in accordance with the IOC approved flags.
  - iii) Flags brought into the venue cannot be hung on seats or rails or block the view of patrons or disturb the comfort of other patrons.
- n) LED, banner and fan boards larger than 42cm x 29.7cm (A3 sized)
- o) Flag poles, tripods, monopods and selfie sticks
- p) Remote control cars, drones or unmanned aerial vehicles.
- q) Chairs or stools.
- r) Inflatable or helium balloons.
- s) Any other items determined by WTT that may cause injury or public nuisance.



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WTT, its workforce, officials and accredited personnel reserves the right to confiscate or require ticket holder to remove and take away any of the above Prohibited Items.

## 9) Court-siding

No ticket holder may continually collect, transmit, disseminate, release or publish from the grounds of the Event any match scores or related statistics or data for any commercial, betting or gambling purpose. The use of computers, laptops, iPads, tablets or any handheld electronic devices within the spectator area of the Event hall is prohibited except for accredited media and staff by WTT to do so in the performance of their duties.

## 10) Miscellaneous

- a) Strollers, due to safety reasons, are not permitted into the OCBC Arena halls. Strollers will need to be parked at owner's own risk in designated stroller parking areas and must not be blocking the aisle ways or exits.
- b) WTT reserves the right to update, modify or change these T&Cs from time to time.
- c) These T&Cs shall be governed by the laws of the Republic of Singapore. By agreeing to these T&Cs, ticket holders agree to submit to the exclusive jurisdiction of the courts of Singapore.
- d) If any provision of these T&Cs is found to be invalid or unenforceable by a court of Singapore, the invalid or unenforceable provision shall be severed or amended in such a manner as to render the rest of the provision and remainder of the T&Cs valid and enforceable.