

CRUSADERS TICKETING TERMS AND CONDITIONS

Last updated: October 2025

SUMMARY

These terms and conditions (**Terms**) apply to any tickets issued by or on behalf of the Crusaders Limited Partnership (**Crusaders, we, us or our**) to attend a Crusaders Match at the Stadium.

By requesting and purchasing a ticket to a Match (**Ticket**), and by attending a Match using a Ticket, the ticketholder (**Ticketholder, you or your**) acknowledge and agree to these Terms, which apply to your purchase of a Ticket, your attendance at a Match and your access to the Stadium. Please read these Terms carefully before purchasing a Ticket.

Your purchase of a Ticket and/or attendance at a Match or access to the Stadium may also be subject to, as applicable:

- any policies, rules and codes of conduct imposed from time to time by the Crusaders or the Venue Operator;
- any applicable terms and conditions of the Ticketing Agent; and
- the Crusaders Membership Terms and Conditions.
- Hospitality Terms and Conditions

The Crusaders may vary any aspect of the Terms from time to time by written notice (including by publishing updated terms on our website).

You should carefully consider the refund and cancellation policies in these Terms (and of any travel, accommodation and other relevant goods or service providers you use in connection with attending a Match). You may also wish to consider taking out a relevant insurance policy to cover any losses in the event of cancellation, rescheduling or relocation of a Match. Tickets are for attendance at a Match only and any associated travel, accommodation or other goods or services are your responsibility.

Nothing in these Terms is intended to limit your rights under the Consumer Guarantees Act 1993 or other mandatorily applicable consumer laws.

If you have any comments, questions or concerns about Tickets or these Terms, we can be contacted:

- (a) via phone on (03) 379 8300;
- (b) via email at hello@crusaders.co.nz; or
- (c) via our website www.crusaders.co.nz.

TICKETING TERMS AND CONDITIONS

1. TICKETING AGENT

- 1.1. The Crusaders may appoint a Ticketing Agent to issue Tickets to you and collect payment on our behalf.
- 1.2. If the Crusaders appoint a Ticketing Agent, Tickets will be sold via the Ticketing Agent's website and if you wish to purchase Tickets via the Crusaders website you will be redirected to the Ticketing Agent's website.
- 1.3. Any purchases via the Ticketing Agent's website will be subject to any applicable terms and conditions of the Ticketing Agent in addition to these Terms.
- 1.4. If you choose to pay using an alternative payment mechanism such as afterpay or similar, any terms and conditions of that provider will apply in addition to these Terms.
- 1.5. You acknowledge that the Crusaders are not liable to you for any delay or inability to access or use, the Ticketing Agent's website (including any delay or inability to purchase a Ticket).
- 1.6. All Ticket prices are stated and payable in New Zealand Dollars and unless expressly stated otherwise are exclusive of GST which is payable in addition to the Ticket price.

2. SUPPLY OF TICKETS

- 2.1. Ticket purchases are not complete or accepted by the Crusaders until full payment has been received and an order number has been issued.
- 2.2. Nothing in these Terms gives you a right to a Ticket. You acknowledge that Ticket purchases are subject to availability, Stadium restrictions, compliance with these Terms and acceptance of your order or request for a Ticket.
- 2.3. When purchasing Tickets, you may be limited to a specified number of Tickets set by us or the Ticketing Agent (which limit may include Ticket orders/requests associated with the same name, email address, billing address, credit card number or other association). If you exceed the stated Ticket limit, you may have any or all of your Ticket orders/requests and Tickets cancelled (and those we deem associated with you). Ticket limits apply to ensure fair access to Tickets for fans, and as a measure to minimise unauthorised resales (i.e. Ticket scalping).
- 2.4. While the Crusaders take reasonable care to ensure that Ticket and Match information is correctly stated (including pricing, dates and availability) on the website of the Crusaders and its Ticketing Agent, errors may occur. The Crusaders will use reasonable commercial

efforts to promptly correct any errors when brought to our attention. We may cancel an order which is the subject of an error, although in the case of a pricing error we will endeavour to contact you to give you the option of purchasing the Ticket at the correct price.

3. COLLECTION AND DELIVERY OF TICKETS

- 3.1. If purchasing a Ticket online you must allow adequate time prior to the Match for collection or delivery of the Ticket. Methods of collection/and or delivery will be available when choosing your collection/delivery details. Where concessions are applicable (i.e. a reduced price offered to specific groups of people, such as students, seniors, and community service card holders), suitable and valid identification must be provided for collection of Tickets and may also be required at the Match.
- 3.2. In the event you nominate an electronic delivery method for Tickets (which may include email, mobile (i.e. via SMS (text) MMS (multimedia)) and/or an application managed or provided by us and/or the Ticketing Provider) you acknowledge that you are responsible for:
 - (a) providing valid and accurate electronic details for such delivery; and
 - (b) ensuring you are able to receive delivery of the Tickets by the nominated method, including ensuring that your email mailbox does not reject or otherwise prevent any relevant emails from being delivered; checking your email mailbox regularly (including junk or spam folders); and ensuring you have a device capable of receiving accessing Tickets via the nominated method.
- 3.3. We shall not be liable, and you will not be entitled to any refund, where Ticket delivery is refused, returned, missed, unclaimed or fails as a result of your failure to provide valid and accurate delivery information, failure to ensure you are available to receive delivery of Tickets, or your failure to download such Tickets.
- 3.4. The Crusaders will only replace lost, stolen, damaged or destroyed Tickets if the authenticity of the Ticket (and your purchase of that Ticket) can be verified, including proof of purchase, and if you give reasonable notice before the Match. The Crusaders may charge a reasonable fee for the replacement of tickets. The Crusaders may not replace Tickets where seating is unallocated.

4. ENTRY TO MATCH AND TICKETS GENERALLY

- 4.1. Tickets are not transferable. Tickets may not be on-sold, offered for resale at a premium

(including via on-line auction or other authorised resale sites), exchanged for fee or reward or other valuable consideration, or otherwise used for commercial purposes (including for advertising and promotional purposes such as prizes, contest, or sweepstakes) without the prior written consent of the Crusaders. As a condition to granting such consent, the Crusaders may impose additional terms and conditions (including charging an additional fee).

- 4.2. A Ticket entitles the bearer to admission to the Match and use of the seat/facilities detailed on the Ticket only, in each case subject to these Terms.
- 4.3. The Ticketholder may be refused entry or directed to leave the Match if a Ticket has been obtained in breach of these Terms or if the Ticketholder breaches these Terms.
- 4.4. If you buy, or claim to buy a Ticket for business purposes, the Consumer Guarantees Act 1993 will not apply. This does not change the rest of these Terms which remain valid.
- 4.5. Admission to a Match may be refused if the authenticity or validity of the Ticket is questionable, including because the Ticket has been damaged or defaced in any way, or has not been purchased from the Crusaders, the Ticketing Agent or other authorised points of sale.
- 4.6. Admission to a Match is subject to the Stadium's terms of entry (see Venues Ōtautahi's website where Venues Ōtautahi is the Venue Operator).
- 4.7. The Ticketholder may be required to submit to a search of their person and/or possessions before entering the Match.
- 4.8. You may be denied entry into, or removed from, any Match on any reasonable grounds, (whether or not you hold a valid Ticket) including if you breach these Terms or Stadium terms of entry, or you are intoxicated, under the influence of illicit drugs, inappropriately attired, adversely affecting the enjoyment of the Match by others or commit any other misconduct including, verbal or physical abuse or intimidation of any representative of the Crusaders or Stadium staff. No compensation is payable to the Ticketholder in these circumstances and you may be prohibited from accessing future Matches (with Tickets being cancelled or otherwise voided).
- 4.9. You may be required by the Crusaders or the Venue Operator to move seats or use alternative facilities from those detailed on the Ticket on any reasonable grounds (including due to broadcaster requirements, Stadium maintenance or damage, or to facilitate safe and efficient Match hosting).

4.10. The Crusaders make no representation or warranty of any kind in relation to the quality, content, duration or result of any Match.

4.11. The Crusaders and other organisers of a Match may add, withdraw, substitute any players, performers, or activities associated with the Match.

4.12. You are not guaranteed an uninterrupted and/or uninhibited view of the Match from the Ticketed seat or facilities.

5. CONDUCT

5.1. When attending any Match, the Ticketholder:

- (a) will comply with all applicable laws and with any policies, rules and codes of conduct imposed from time to time by the Crusaders or the Venue Operator;
- (b) will comply with the instructions and directions of the Crusaders and the Venue Operator (including all Stadium personnel);
- (c) will not act in a harmful, noisy, illegal, offensive, disorderly or troublesome manner;
- (d) will not act in any way which damages or is potentially damaging to the reputation of the Crusaders, the Venue Operator or the Stadium, or which may cause disturbance to any person at that Match (or on any neighbouring land); and

5.2. The Ticketholder will not erect any signage or advertising, or make any alteration, addition or affixation in or to the seats/facilities or the Stadium unless agreed to in advance in writing by the Crusaders.

5.3. The Ticketholder must not:

- (a) engage in any ambush marketing (including by claiming any association with the Match, the Crusaders rugby team or any of the Crusaders' sponsors or partners unless expressly agreed otherwise in writing by the Crusaders);
- (b) permit the Ticketed seats/facilities to be used for the purposes of journalism, sports reporting, photography, radio broadcast (either live or by telephone), television, internet or film recording or video-taping or any kind either live or by delayed circuit (other than photographs, filming or video recording for private and amateur purposes (subject to and without limiting clause 5.1)).

5.4. Ticketholders are responsible at all times for the conduct of their guests and invitees (if any) to Matches and must ensure each such person is

aware of and complies with these Terms (and in particular the conduct requirements set out in this clause 5).

5.5. You are liable for any damage to the Stadium (or our or any other person's property) caused by you or your guests and invitees.

5.6. Where the Ticketholder is permitted to use a lounge, suite or other exclusive area of the Stadium:

- (a) the number of persons permitted access to such area (including the Ticketholder) may not exceed the number of Tickets issued to the Ticketholder;
- (b) you (and your guests and invitee) must exclusively use the Stadium caterer at all times for all food, beverages (including alcohol) and other catering requirements in such facilities;
- (c) no food or beverage may be removed from the Stadium;
- (d) the supply of alcohol during a Match will be subject to the Venue Operator policies, host responsibility and liquor licensing rules and the general terms of entry applying from time to time to the Stadium.
- (e) the nature of the hospitality facilities included in your Ticket entitlements are subject to change and the Crusaders will endeavour to provide or procure the provision of alternative comparable facilities (as reasonably determined by the Crusaders).

6. CHANGES, CANCELLATION AND REFUNDS

6.1. Matches may be changed, rescheduled or cancelled from time to time. The Crusaders will endeavour to give you as much notice as practicable of such circumstances.

6.2. Except as set out in these Terms or required by applicable law, Tickets are non-refundable. The Crusaders will not refund payments made by you for Tickets under any circumstances, including:

- (a) if you do not or cannot attend the Match for any reason, including if your personal circumstances change;
- (b) the non-appearance at the Match of a particular team, person, group or personality such as a certain player or coach (whether advertised or not);
- (c) the performance of the Crusaders or any other team or player or the result of the Match (or any other Match);

(d) any variation to the on-field or off-field Match program, services, and attractions such as Match timing or the postponement or cancellation of any entertainment, amusements, or interactive displays (including if the Match is rescheduled);

(e) any adverse weather conditions; or

(f) if the Match or the Stadium is affected by a Force Majeure Event.

6.3. Notwithstanding clause 6.2, the Crusaders will provide you with a Ticket (or a credit) for a future Match or a refund of the Ticket price paid by you (less any applicable non-refundable third party expenses such as credit card charges or Ticketing Agent charges), as the Crusaders consider appropriate and notify to you, if:

- (a) the entire Match is cancelled and cannot be rescheduled; or
- (b) the reserved seat for the Ticket is unavailable and no suitable alternative is able to be provided.

6.4. If Tickets were not purchased or supplied by the Ticketing Agent or the Crusaders, then no refund shall be provided.

6.5. Subject to applicable law, no refund or other remedy will be given if a request is made by you over 2 months from the date the relevant Match was scheduled.

7 PRIVACY

7.1 By purchasing a Ticket or by validly becoming a Ticketholder, you agree to us collecting, storing, sharing and using your personal information (including your image if it appears in photographs or broadcasts of Events) in accordance with these Terms and the Privacy Act 2020.

7.2 We may use any personal information that you give to us for the purposes of credit inquiries, administration, Match planning and operations, the provision (and analysis, assessment and review) of marketing materials and statistical analysis. We may provide your personal information to our partners and stakeholders, including Venues Ōtautahi, Super Rugby Pacific, the Ticketing Agent and (in respect of Super Round 2026, Christchurch NZ), and our and their suppliers, contractors and service providers, in connection with those purposes.

7.3 You acknowledge that:

- (a) you will have the right to access and correct your personal information at any time by getting in touch with us; and
- (b) The Crusaders and our partners and stakeholders (and the other third parties

referred to in clause 7.2) may contact you (including by electronic means) in connection with the purposes referred to in clause 7.2 (provided that you may "opt-out" of such contact).

- 7.4 The full Crusaders Privacy Policy is available on the Crusaders' website (<https://crusaders.co.nz/privacy-policy/>) and may be updated from time to time.

8 PHOTOGRAPHY, RECORDINGS AND CONTENT

- 8.1 Photographs or any other recording of sound or images taken within the Stadium may be used only for private non-commercial purposes. It is forbidden to disseminate over the Internet, radio, television or any other current and/or future media, any sound, image, description, or result and/or statistics of the Match in whole or in part or assist any other person(s) conducting such activities. Making, or distribution of, broadcasts, commentary, news reports or statistics (by any means in any format or media including any such commentary made by photographs, recording, mobile phone or other wireless device) is also forbidden.

- 8.2 Any Ticketholder attending a Match acknowledges that the Match is likely to be recorded, broadcast and otherwise publicly disseminated on a number of mediums and the Ticketholder agrees that perpetual use may be made, free of charge, of their voice, image and likeness whilst at the Stadium, by means of live or recorded video display, broadcast, transmission or other dissemination or recording, photographs or any other current and/or future media technologies and waives, on an irrevocable, worldwide, perpetual basis, all rights to object to such broadcasting, transmission or dissemination in any media.

9 INTELLECTUAL PROPERTY RIGHTS

- 9.1 All intellectual property rights in relation to the Crusaders rugby team, including the Crusaders name, branding, logos and marks, are owned by the Crusaders (or its licensors) exclusively.
- 9.2 Nothing in these Terms entitles the Ticketholder to any right or interest in or to:
- (a) any Crusaders intellectual property rights (or that of any of the Crusader's sponsors or partners);
 - (b) any Crusaders player's name, playing number, nickname, initials, autograph, voice, video or film portrayals, facsimile signature, photograph, likeness or image;
 - (c) any intellectual property rights of any Venue Operator (or their sponsors or partners).

10 LIABILITY AND WARRANTIES

- 10.1 The Ticketholder agrees that it (and its guests' and invitees') use of the Stadium (and associated facilities) are at the Ticketholder's (and their guests' and invitees') risk. To the fullest extent permitted by law (and subject to clause 6.3), the Crusaders and its employees, contractors and agents exclude all liability whatsoever and howsoever arising (whether arising in contract, tort or otherwise) in connection with a Ticket or a Match, including any liability:

- (a) suffered as a result of, or arising from, or in any way connected to the cancellation, postponement or change to the Match (or any part of the Match); or
- (b) which arises in respect of any accident, damage or injury to the Ticketholder (or its guests or invitees) or to the property of any of them, in or about the Stadium or other Match venue.

- 10.2 In the event that either party is liable to the other party under these Terms, that party's total liability is limited to the price of your Ticket(s) that specifically relate to such liability (provided this limitation will not apply to any property damage caused by you (or your guests or invitees) or a breach of clause 9 (*intellectual property rights*)). Neither party will be liable to the other party for any indirect, consequential or special loss.

- 10.3 The Crusaders provides no warranties (express or implied) in relation to a Ticket or Match, including any implied warranties of merchantability and fitness for a particular purpose. However, nothing in these terms limits the Crusaders liability for any breach under the Consumer Guarantees Act 1993 or will limit your rights that cannot be limited under New Zealand legislation.

11 FORCE MAJUERE

The Crusaders will not be liable for any loss or damage or any failure or delay in complying with any of its obligations under these Terms due to a Force Majeure Event (including if the whole or any part of the seats/facilities or the Stadium is damaged so as to render, in the Crusaders' opinion (or as advised by the Venue Operator to the Crusaders), the seats/facilities or the Stadium unusable or unusable to a significant degree).

12 GENERAL

- 12.1 You must not assign or transfer all or any part of your rights or obligations under these Terms without our prior written consent. We may assign any rights or obligations without your approval as well as subcontract any obligations to third parties.

- 12.2 The illegality, invalidity or unenforceability of any provision of these Terms will not affect the

legality, validity or enforceability of another provision.

12.3 No waiver of any provision of these Terms will serve as a waiver of any other provision of these Terms and we will not have waived or be deemed to have waived any provision of these Terms unless such waiver is in writing and executed by us.

12.4 These Terms is governed by the laws of New Zealand and the parties submit to the exclusive jurisdiction of the courts of New Zealand in respect of any dispute or proceeding arising out of these Terms.

13 DEFINITIONS

The following definitions apply in these Terms unless inconsistent with the context and otherwise specified:

Force Majeure Event means an event or circumstance which is beyond the control of the Crusaders, which includes but is not limited to:

- (a) a change to the Super Rugby competition or damage or destruction of the Stadium (or the seats/facilities);
- (b) an act of God;
- (c) pandemic, earthquake, flood, fire, storm and adverse weather conditions or natural events for which provision could not reasonably have been made;
- (d) sabotage, riot, civil disturbance, explosion, terrorist acts, insurrection, epidemic, national emergency (whether in fact or law) or act of war (whether declared or not);
- (e) governmental restriction, restraint, sanction, expropriation, prohibition, intervention direction or embargo; or
- (f) strike, lockout, work stoppage or other labour hindrance.

GST means all tax payable from time to time under the Goods and Services Tax Act 1985 for goods and services supplied pursuant to these Terms;

Match means a game of rugby played by the Crusaders rugby team, whether as part of the Super Rugby competition or any other fixture that is played by the Crusaders rugby team at the Stadium (including, to avoid doubt, any home final matches played by the Crusaders rugby team at the Stadium).

Stadium means the stadium at which a Match is played, being the stadia located in Christchurch currently known as One New Zealand Stadium or Apollo Projects Stadium

respectively (and also includes any other stadium at which a Match is played), in each case as detailed on a Ticket;

Ticketing Agent means the ticketing agent appointed by the Crusaders to provide ticketing services for Matches from time to time (which as of the date of these Terms will be Ticketmaster (www.ticketmaster.co.nz)).

Venue Operator means the operator and manager of the relevant Stadium (being Venues Ōtautahi Limited in respect of One New Zealand Stadium and Apollo Projects Stadium).