

TERMS AND CONDITIONS AGREEMENT

Sustainable House Day 2025

Date of Event: Sunday 4 May 2025

Introduction

This Terms and Conditions Agreement outlines the responsibilities, rights, and obligations of visitors ("Ticket Holders") who purchase tickets to tour open homes during Sustainable House Day 2025 ("Event"). By purchasing a ticket, Ticket Holders agree to comply with the following terms to ensure a safe, respectful, and enjoyable experience for all attendees and participating homeowners.

1. Ticket Holder Requirements

- 1.1. All visitors must purchase a valid ticket to access open homes.
 - 1.2. Tickets are non-transferable and must be presented upon entry to each property.
 - 1.3. Ticket Holders must be 18 years or older or be accompanied by a supervising adult at all times.
 - 1.4. Visitors agree to adhere to any specific requests displayed at individual properties, such as "no shoes" or "no photography" policies.
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2. Cancellation and Waitlist

- 2.1. If you are no longer able to attend the tour, please cancel your booking promptly. Each home has a limited number of tickets, and once sold out, a waitlist will take effect. Cancelling in advance allows someone on the waitlist to book a ticket.
 - 2.2. Refunds will be provided for cancellations made at least 10 days before the event. No refunds will be issued for cancellations within 10 days of the event.
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3. Conduct and Behaviour

- 3.1. Visitors must treat all homeowners, volunteers, event staff, and other attendees with respect and courtesy.
- 3.2. Visitors must not engage in any behavior that could cause damage, harm, or discomfort to others or the property.
- 3.3. Smoking, alcohol, and illegal substances are strictly prohibited on all properties.

3.4. Visitors agree to respect designated off-limit areas and follow all safety instructions or signage displayed at each home.

4. Health and Safety

4.1. Adhere to safe distancing and COVID-19 regulations, including avoiding attendance if you have COVID-19 or feel unwell. Immune-compromised visitors are encouraged to wear masks.

4.2. Visitors enter properties at their own risk and should exercise caution, particularly in homes with stairs, uneven paths, or other potential hazards.

4.3. The Event organisers reserve the right to cancel or modify the Event in case of unforeseen circumstances, including but not limited to natural disasters, public health emergencies, or extreme weather conditions.

4.4. In the case of severe weather warnings, the homeowner will decide if the event should be cancelled and will notify the Event organisers.

4.5. Tickets paid for by visitors will only be refunded under the above circumstances.

5. Home Access and Restrictions

5.1. Access to homes is limited to the date and tour time stated on your ticket. Please arrive on time.

5.2. Please print a copy of your ticket or have it ready on your phone to show on arrival. No ticket, no entry.

5.3. Each property has a maximum visitor capacity to ensure a safe and comfortable experience. Once your tour has concluded, please leave the property promptly so that homeowners can organise the next tour.

5.4. Visitors are not permitted to use private bathrooms unless specifically advised by the homeowner. Use the [National Public Toilet Map](#) for nearby facilities.

5.5. Animals (except assistance animals) are not allowed at any property.

5.6. Visitors should follow any parking directions provided, ensuring unobstructed access for others, including neighbouring properties.

6. Etiquette and Property Respect

6.1. Do not remove anything from the property or leave litter behind. Take all personal items with you when you leave.

6.2. Do not enter areas marked as off-limits by the homeowner.

6.3. Children must be supervised at all times, and their behavior should not detract from the experience of other visitors.

7. Photography and Media

7.1. Visitors must seek permission before taking photographs or videos inside homes.

7.2. Photographs taken during the Event are for personal use only and cannot be used for commercial purposes without the prior permission of the homeowner.

7.3. Some homes may have a professional photographer capturing images during the Event; if you do not wish to be photographed, please inform the photographer at the time.

8. Liability and Insurance

8.1. Visitors acknowledge that participation in the Event involves entering private properties at their own risk.

8.2. The Event organisers and participating homeowners are not liable for any injuries, accidents, loss, or damage to personal property incurred during the Event.

8.3. Visitors agree to take responsibility for any damages caused to the property by their actions.

9. Privacy and Data Protection

9.1. By purchasing a ticket, visitors consent to the collection and use of their personal information for Event purposes, including attendance tracking event communications, and marketing communications for future events.

9.2. Personal information will not be shared with third parties without the visitor's consent, except as required by law.

10. Agreement

By purchasing a ticket to Sustainable House Day 2025, visitors acknowledge that they have read, understood, and agree to these Terms and Conditions.