

## Event Terms & Conditions

1. Issue of tickets and admission to The Grounds are subject to our Terms & Conditions which are set out on the website at <https://thegroundshk.com> and at entrance to The Grounds.
2. Each ticket is valid for a single pod or seat as per the purchased ticket type. This is applicable to a specific session on said date and time for which the ticket is purchased, during the operational hours from 11:00 a.m. to 11:00 p.m.
3. Children aged 11 or below must be accompanied by a person aged 15 or above.
4. Children aged 3 or under do not need a ticket and they are exempted from the maximum limit of persons per pod if they are from the same household.
5. Tickets only valid on the printed date and time of the ticket. Tickets may be transferable. Details can be found at the Ticketing Partner website <https://www.zicket.co/organisers/the-grounds> and further enquiries can be made at [help@zicket.co](mailto:help@zicket.co). Refunds are strictly subject to the clauses laid out in the section below entitled **Ticketing Terms & Conditions**.
6. The Grounds may, without prior notice and without refund or compensation, change the operating hours, close the event or any part thereof temporarily, or suspend the operation of individual elements for weather, safety, maintenance, or any other reason.
7. The following activities are strictly prohibited in The Grounds:
  - b) Consumption of food or drink purchased outside The Grounds;
  - c) Sale of goods or services except with prior consent;
  - d) Commercial photography or videography except with prior consent;
  - e) Distribution of printed or recorded materials of any kind;
  - f) Unauthorized events, demonstrations or speeches, or the usage of any flag, banner or sign, and other unauthorised public gatherings;
  - g) Playing or operating remote-controlled flying devices;
  - h) Engaging in any unsafe act or other acts that may impede the operation of The Grounds or any associated facility.
8. Visitors to The Grounds may need to present personal identification documents to verify their identities as the authorised holder of the credit card used in the Website purchase.
9. No pets or animals are permitted in the Grounds, other than service animals with valid identification.
10. Visitors accept and agree that The Grounds may take and use your photographs or images for commercial purposes.
11. Visitors agree to comply with all notices and directions by any member of staff at The Grounds with the purpose of ensuring safety and order, including but not limited to bag checks.
12. The Grounds reserves the right to deny admission, or to require removal from the event, without refund or compensation, for illegal, unsafe or offensive behaviour, or if we consider that the circumstances require.
13. Except where required by law, under no circumstances are The Grounds liable for any

damage, loss or personal injury suffered by you, whether the same is caused by our negligence or otherwise.

14. In respect of tickets, The Grounds reserves the right to make final judgments in the event of disputes.
15. The venue for The Grounds is the Hong Kong Observation Wheel and visitors to the Event(s) are subjected to their Terms & Conditions: <https://hkow.hk/terms-and-conditions>.
16. In the event there are inconsistencies between the English and Chinese Terms and Conditions, the English version shall prevail.
17. These Terms & Conditions shall be governed by and construed in accordance with the laws of the Hong Kong Special Administrative Region of the People's Republic of China.

### **Ticketing Terms & Conditions**

1. Tickets can be purchased online in advance at our Ticketing Partner website <https://www.zicket.co/organisers/the-grounds>.
2. Ticket prices and Terms & Conditions of tickets will vary depending on the event(s) and will be clearly stated on the website of our Ticketing Partner: <https://www.zicket.co/organisers/the-grounds>.
3. In the event a session is cancelled, the respective session may be applicable for a refund or is transferrable to a future session of your choice — subject to availability. Unless publicly stated otherwise by The Grounds, a session will not be assumed cancelled. The Grounds endeavours to communicate with as much advanced notice as possible prior to the start of a session, should there be a cancellation for a session. Where transfers or refunds may be applicable, ticket holders can contact our Ticketing Partner Zicket at [help@zicket.co](mailto:help@zicket.co) for any ticketing related enquiries or changes.
4. Any further queries can be directed to The Grounds Customer Care Team at [info@thegroundshk.com](mailto:info@thegroundshk.com).

### **Website Terms & Conditions**

1. By accessing this website thegroundshk.com (“the Website”) you unreservedly accept the statutory provisions in force and the terms set out below.
2. If you do not wish to agree to these Terms & Conditions, do not access or use any part of the Website.
3. The Website is owned and maintained by The Grounds by The Wheel or (“The Grounds”). The Grounds reserves the right to modify the content of the Website at any time without notice. It cannot be held liable for the consequences of such modifications. Likewise, it reserves the right to interrupt or to suspend all or part of the Website’s functionalities at any time without notice.
4. The Grounds may revise and update the [Terms of Use](#) at any time without notice by posting the amended terms to the Website. Your continued use of the Website means that you accept and agree to the revised Terms of Use.
5. In the event there are inconsistencies between the English and Chinese Terms & Conditions, the English version shall prevail.

### **Information on the Website**

1. The information provided on the Website is for guidance and reference only.
2. The Grounds strives to ensure that the information is as accurate, error-free and as up-to-date as possible. However, The Grounds does not provide any warranty concerning the accuracy, details, or the timeliness or comprehensive nature of this information.
3. As such, The Grounds disclaims any liability from any harm which may result from a lack of precision or accuracy in the information which is available on the Website; any damage including but not limited to computer equipment, tablet or mobile phone damage following a visit to the Website; and any harm which may result from a third party fraudulently penetrating the Website.
4. If for whatsoever reason the Website is down or not functioning correctly, The Grounds cannot be held liable.
5. These Terms of Use are governed by and shall be construed in accordance with the laws of Hong Kong SAR, and any claim filed under these Terms of Use shall be subject to the exclusive jurisdiction of Hong Kong SAR.

#### **Hyperlinks to Other Websites**

1. For a more convenient user experience, several hyperlinks to external third-party websites have been included in the Website.
2. If you follow a link to any of these websites, please note that they have their own practices and policies. We encourage you to read the privacy policies or statements of these websites in order to understand your rights.
3. We accept no responsibility or liability for any practices of third-party websites.

#### **Intellectual Property**

1. All components which have been included on the Website besides social content featured in the Social section, including but not limited to images, graphics, text, logos and trademarks are the intellectual property of The Grounds. It is illegal to reproduce these components wholly or partially without prior written consent from The Grounds.
2. The social content featured in the Website, including images, text and comments has been curated from publicly available social pages. While due diligence has been taken to curate and review the social content, The Grounds is not liable for any harm or damage caused by the social content.
3. If you are the author or owner of the social content and do not want your content to be featured on the Website or on any of our promotional material, you may contact [info@thegroundshk.com](mailto:info@thegroundshk.com).