

Ticketing Terms & Conditions

Global Drone Show 2026 | 14–17 October 2026 | Cbus Super Stadium, Robina QLD

A. About these terms

1. **Super Fine Events Pty Ltd** ABN 25 159 701 050 of PO Box 519, Surfers Paradise QLD 4217 (“the Organiser”, “we”, “us”) is the owner and organiser of Global Drone Show 2026 (“the Event”), comprising an expo, congress and Drone Zone to be held at Cbus Super Stadium, Robina, Queensland.
2. Tickets to the Event are sold through our authorised ticketing partner, Lüp Events (the “Ticketing Provider”). By purchasing a ticket you agree to be bound by:
 - (a) these Ticketing Terms & Conditions (“Terms”);
 - (b) the Ticketing Provider’s own terms and conditions and privacy policy (which govern the platform on which the ticket is purchased); and
 - (c) our Conditions of Entry and Privacy Policy, available at www.globaldroneshow.com.
3. If there is any inconsistency between these Terms and the Ticketing Provider’s terms in relation to the Event itself, these Terms prevail to the extent of the inconsistency. The Ticketing Provider’s terms govern the operation of the ticketing platform.
4. These Terms do not exclude, restrict or modify any consumer guarantees or other rights you have under the Australian Consumer Law that cannot be excluded, restricted or modified by agreement.

B. The ticket holder

1. The person whose name appears on the ticket, or the person who first presents the ticket at the entry point, is the “Ticket Holder”. Children and minors must be accompanied by a responsible adult.
2. You must be at least 18 years old, or have the consent of a parent or guardian, to purchase a ticket.
3. It is your responsibility to ensure your contact details are correct at the time of purchase. We are not responsible for missed communications resulting from incorrect contact information.

C. Ticket types, pricing and payment

1. Ticket types, inclusions and prices are as advertised at the time of purchase. All prices are in Australian Dollars and, unless otherwise stated, are inclusive of GST.
2. Booking fees, payment processing fees or other transaction fees may apply and will be disclosed before you complete your purchase.
3. Tickets are not confirmed until full payment has been received.

4. We reserve the right to correct pricing errors. Where a ticket has been sold at an obviously incorrect price (for example, due to a typographical error), we may cancel the booking and provide a full refund.

D. Delivery and validity of tickets

1. Tickets are typically delivered electronically to the email address provided at the time of purchase. It is your responsibility to check your inbox (including spam/junk folders) and to retain the ticket securely.
2. Each ticket has a unique barcode or QR code that will only be accepted on first scan. Duplicated, photographed or screenshotted tickets that have already been scanned will not be accepted.
3. Tickets are valid only for the date(s) and session(s) shown on the ticket. Unused tickets cannot be carried over to other dates or sessions.
4. We may require you to present photographic identification matching the name on the ticket as a condition of entry (see section 7).

E. 5. Refunds, exchanges and changes

1. **No refunds, exchanges or cancellations.** Except as required by the Australian Consumer Law or as expressly set out in these Terms, all ticket sales are final. We do not provide refunds or exchanges for change of mind, change in circumstances (including illness, work commitments or travel disruption) or failure to attend.
2. If the Event is cancelled and not rescheduled, you will be entitled to a refund of the ticket price (excluding reasonable booking or payment processing fees where permitted by law).
3. If the Event is postponed, rescheduled, relocated or materially changed, we will provide you with the option to:
 - (a) retain your ticket for the rescheduled event; or
 - (b) request a refund where the change is reasonably considered to be **material**.

A “material change” is one that has a substantial adverse impact on the overall value or nature of the Event, having regard to its headline features and purpose.
4. Nothing in this clause limits your rights under the Australian Consumer Law.

F. Tickets are not transferable

1. **Tickets are strictly non-transferable.** Tickets must not be sold, resold, on-sold, transferred, gifted, exchanged, advertised, auctioned or otherwise dealt with for commercial benefit or as part of any unauthorised promotion, package or competition, without our prior written consent.

2. A ticket that has been transferred or resold in breach of this clause will be voided and the bearer will be refused entry or removed from the Event without refund.
3. We may from time to time enable a limited official resale or transfer facility through the Ticketing Provider. Where available, transfers must be conducted only through that facility and in accordance with the published rules.

G. Identification and entry

1. Entry to the Event is subject to our Conditions of Entry, available at www.globaldroneshow.com and displayed at the Venue.
2. We may require you to produce a valid photographic identification document matching the name on your ticket. Failure to produce identification when requested may result in entry being refused without refund.
3. We reserve the right to refuse entry, or remove from the Event, any person who:
 - (a) does not hold a valid ticket;
 - (b) refuses to comply with these Terms, the Conditions of Entry or any reasonable direction of our staff or the Venue;
 - (c) behaves in a manner that is unsafe, intoxicated, threatening, abusive or otherwise inappropriate; or
 - (d) breaches any law or regulation while at the Event.
4. No refund will be payable in any of the circumstances set out in clause 7.3.

H. Lost, stolen or damaged tickets

1. We are not responsible for tickets that are lost, stolen, damaged or destroyed. Where a ticket has been registered to you, the Ticketing Provider may, at its discretion, reissue a replacement ticket. A reasonable administration fee may apply.
2. We will not reissue tickets within 24 hours of an Event session. Tickets that have already been scanned at the entry point will not be reissued.

I. Programme, performers and inclusions

1. The Event programme, including speakers, exhibitors, demonstrations, performers, the Drone Zone schedule and the Sky Lights Festival, is subject to change. We will use reasonable endeavours to notify Ticket Holders of material changes.
2. No refund or exchange will be payable in respect of changes to the programme, speakers, exhibitors or other inclusions, provided that the Event takes place substantially as advertised.

J. Promotional offers, competitions and complimentary tickets

1. Promotional offers, discount codes and competitions are subject to their own specific terms and the availability of allocated tickets. We reserve the right to withdraw or amend any promotion at any time.
2. Complimentary tickets are issued at our discretion and remain our property. They may be revoked at any time and must not be sold or transferred.

K. Photography, filming and recording

1. Recording, broadcasting, livestreaming, transmitting or commercial photography of the Event is prohibited without our prior written consent. We reserve the right to confiscate or require the deletion of unauthorised recordings.
2. Personal photography for non-commercial use is permitted, except in any area where it is expressly prohibited.
3. By attending the Event, you acknowledge and consent to being photographed, filmed and/or recorded by us and our authorised representatives, and to the use of those images and recordings in accordance with our Privacy Policy.

L. Risk and personal property

1. Attendance at the Event involves inherent risks, including risks associated with crowds, weather conditions, and drone operations. You acknowledge and accept those risks to the extent permitted by law.
2. Nothing in these Terms excludes, restricts or modifies any rights you have under the Australian Consumer Law or any other applicable law.
3. To the maximum extent permitted by law:
 - (a) we exclude liability for loss or damage that is not reasonably foreseeable; and
 - (b) we are not liable for any indirect or consequential loss, including loss of enjoyment, travel or accommodation costs.
4. Where liability cannot be excluded, our liability is limited, at our option, to:
5. (i) resupplying the services; or
6. (ii) paying the cost of having the services supplied again.
- 7.
8. We are not responsible for the loss, theft or damage of personal property at the Venue. You are responsible for the security of your personal belongings at all times.

M. Privacy

1. Personal information collected through the ticketing process is handled in accordance with our Privacy Policy and the Ticketing Provider's own privacy policy. Our Privacy Policy is available at www.globaldroneshow.com.

N. Liability and consumer guarantees

1. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. Nothing in these Terms excludes, restricts or modifies the application of any such guarantee, right or remedy.
2. Subject to clause 15.1, to the maximum extent permitted by law, our total aggregate liability to you under or in connection with your ticket and attendance at the Event is limited to the face value of your ticket.
3. To the maximum extent permitted by law, we exclude all liability for indirect or consequential loss, including loss of enjoyment, loss of profit, loss of earnings or any associated costs (including travel, accommodation and parking).

O. General

1. **Governing law and jurisdiction.** These Terms are governed by the laws of Queensland, Australia. You submit to the exclusive jurisdiction of the courts of Queensland and the courts competent to hear appeals from those courts.
2. **Variation.** We may amend these Terms from time to time. The current version applies to all bookings made after the date of publication and is available at www.globaldroneshow.com.
3. **Severance.** If any provision of these Terms is held to be invalid or unenforceable, that provision is severed and the remaining provisions continue in force.
4. **Contact.** If you have a question or complaint regarding your ticket, please contact the Ticketing Provider in the first instance, or contact us at info@globaldroneshow.com.

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