

2026 TOYOTA AFL GRAND FINAL THIRD PARTY BOOKING CONDITIONS

Thank you for booking with AFL Event Office (AFLEO). Please carefully read these Booking Conditions as they form the basis for AFLEO accepting your booking.

GENERAL INFORMATION

- Packages are limited and subject to availability.
- All prices are in Australian dollars, inclusive of Australian Goods and Services Tax (GST) calculated at the current rate of 10% (subject to change).
- Please check the spelling of names to ensure they match the individual's passport, driver's licence or photo identification.
- In relation to all bookings where more than one passenger is travelling, the person making the booking on behalf of his/her travelling companions will be deemed to have accepted the booking conditions on behalf of all of his/her travelling companions.
- In relation to bookings including a child under the age of 18, please note that all functions take place in a corporate environment, and the parent/guardian is at all times responsible for their children. Please note: The Grand Final Eve Lunch event is a strictly limited to adults 18 years and over.

TICKET INFORMATION

- AFLEO is authorised by the AFL to sell and/or distribute 2026 Toyota AFL Grand Final packages.
- 2026 Toyota AFL Grand Final Tickets are sold subject to AFL Ticket and Entry Conditions and the venue conditions of entry. If you have not received these conditions, please contact AFLEO to request a copy.
- The provisions of the 2026 Grand Final Ticket Scheme and Major Events Act 2009 (Vic) apply to the 2026 Toyota AFL Grand Final. AFLEO is authorised by the AFL to sell and/or distribute 2026 Toyota AFL Grand Final tickets (AFL Authorisation Code - OSAFL26/20). The Ticket Scheme and Major Events Act 2009 (Vic) must be strictly complied with in relation to use of these tickets.
- 2026 Toyota AFL Grand Final ticket(s) may not, without prior written authorisation of the AFL, be re-sold at a premium or used for advertising, promotion or other commercial purposes (including competitions or trade promotions), or to enhance the demand for other goods or services, either by the original purchaser or any subsequent bearer. If the ticket is sold in breach of these conditions, the ticket will be void and will not entitle the holder to admission to the event.
- All endeavours will be made to seat bookings together within the function. Final allocations will be subject to final mix of booking sizes relative to venue capacity.
- Tickets cannot be refunded or exchanged under any circumstances after purchase (except as set out in these Booking Conditions or the AFL Ticket and Entry Conditions). We strongly recommend that the details of AFL Grand Final tickets are recorded in case the tickets are misplaced or lost.
- **NOTE:** Once requested, tickets cannot be cancelled or exchanged under any circumstances.
- Please refer to page 2 for Grand Final Plus Pass Special Conditions.

LOST TICKETS

If a ticket(s) has been lost, they will only be reprinted with authorisation from the 2026 Toyota AFL Grand Final ticketholder. A request to reprint a ticket must be addressed to info@afleventoffice.com.au as soon as possible. Once tickets are reissued, there will be no circumstance in which the original ticket(s) may be used for admission to the 2026 Toyota AFL Grand Final.

WHEELCHAIR AND CARER POSITION OR ACCESSIBLE SEATING

If a wheelchair and carer position, or accessible seating is required for any match, the purchaser must advise at the time of purchase of your 2026 Toyota AFL Grand Final package. Wheelchair and carer spaces are limited and will be subject to availability.

TICKET FULFILMENT

Following full payment, further information around your package - including ticketing fulfilment and any relevant event information - will be communicated via email in the lead up to the 2026 Toyota AFL Grand Final. No tickets will be provided without all necessary contact details of the purchaser and any information required for attendees.

GRAND FINAL PLUS PASS SPECIAL CONDITIONS (IF PURCHASED VIA AFLEO)

ACCESS TO WEEK 4 (PRELIMINARY FINALS) OF THE 2026 TOYOTA AFL FINALS SERIES

- Grand Final Plus Pass holders are entitled to one (1) ticket per package to the nominated match played in Week 4 (Preliminary Finals) of the 2026 Toyota AFL Finals Series. The ticket will provide the holder with admission and an allocated reserved seat to the match.
- All Grand Final Plus Pass tickets are subject to the AFL's Ticket and Entry Conditions.

TICKET AND CATEGORY ALLOCATION FOR WEEK 4 (PRELIMINARY FINALS) OF THE 2026 TOYOTA AFL FINALS SERIES

- Grand Final Plus Pass holders will be provided a passcode and will be required to log on to the relevant ticketing agent platform to redeem their ticket (at no cost) to Week 4 (Preliminary Finals) of the 2026 Toyota AFL Finals Series.
- In order to secure their guaranteed seating for their nominated match in Week 4 (Preliminary Finals) of the 2026 Toyota AFL Finals Series, Grand Final Plus Pass holders will be required to redeem their seats in a specified window of time with the relevant ticketing agent. The timing and agent will be communicated to Grand Final Plus Pass holders in advance of each match.
- Grand Final Plus Pass holders will receive a seat located in the front area of Level 4 at the MCG for the Week 4 (Preliminary Final) match (or equivalent seat and location at the applicable venue hosting that match), with exact ticket category and location to be advised once the Week 4 (Preliminary Final) fixture is confirmed.

TRANSFER OF TICKETS

- Unless otherwise advised by the AFLEO, if you are unable to utilise any of the ticketing entitlements of your Grand Final Plus Pass, you cannot transfer your ticket/s to a friend, relative, colleague or other attendee under any circumstances.
- Under no circumstance are any ticketing elements of Grand Final Plus Pass to be sold, on-sold or otherwise offered for re-sale at a premium or used for advertising, promotion or other commercial purposes without express, written permission of the AFL. Severe penalties apply for any breach of these guidelines.
- All other applicable Booking Conditions apply to Grand Final Plus tickets.

TERMS OF PAYMENT AND CANCELLATION

Payment in full is required at the time of booking. Credit card/debit card, BPAY or Direct Deposit payments are accepted up to Sunday 13 September 2026. From Monday 14 September 2026, only credit card payments are accepted. See Methods of Payment below. Subject to applicable laws, all payments made are non-refundable.

NOTE: Once a booking is requested the package purchaser is responsible for full payment; a booking cannot be cancelled under any circumstances.

METHODS OF PAYMENT

- All payments must be made in Australian dollars, payment in any other currency will not be accepted.
- **Credit Card / Debit Card:** AFLEO accepts credit card / debit card payments, subject to the following fees: Visa, MasterCard 1.92% of the amount payable, American Express 3.4% of the amount payable. The American Express fee is non-refundable except where you are entitled to a refund under the Australian Consumer Law. This fee will be added to the amount due as detailed on your invoice.
- **NOTE: AFLEO accepts no responsibility for invalid credit cards or the fraudulent use of credit cards. Any loss incurred under these circumstances would be the responsibility of the Club or authorised On-Seller.**
- Please note: AFLEO does not accept payments via Virtual Credit Cards.
- **BPAY:** The AFL Event Office Biller Code and your individual BPAY payment reference number will appear on your invoice. A BPAY fee of AUS1.15 applies.
- **Direct Deposit:** AFLEO bank account details will be listed on your invoice. AFLEO is not liable for remitting bank fees, please make any arrangements necessary to cover such fees.

- **Crypto.com:** AFLEO accepts crypto.com payments, subject to the following fee: 1.01% of the amount payable. This fee will be added to the amount due as detailed on your invoice.
- Due to an increase in fraudulent activity, please note the following:
 - > Requests for the refund of overpayments via BPAY and Direct Deposit will take up to 30 business days. Requests will not be processed until the recipient has been adequately identified.
 - > Requests for a refund to be credited to a bank account, other than that used for the payment in question, will require a Statutory Declaration.

CONSUMER PROTECTION

General Travel Group Pty Ltd, trades under licence from the AFL as AFL Event Office (AFLEO). All AFLEO clients are protected under Australian Consumer Law; for further details click here to visit the ACCC website.

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

AGREEMENT

These Booking Terms and Conditions (effective May 2026) supersede any previous version published by AFLEO. In making this booking and/or amendments thereto, I agree to be bound by the Booking Terms and Conditions. Any prior arrangements, agreements, representations or undertakings are superseded.

LAWS OF CONTRACT

These Booking Conditions are governed by the laws of Victoria and any action arising under them or in any way connected with the travel arrangements may be bought only in a court in Victoria, subject to any law which is expressly inconsistent with this.

AFLEO CONDITIONS OF RESPONSIBILITY

AFLEO, a division of General Travel Group Pty Ltd ABN 65 003 133 551 and/or their subsidiaries and/or associated companies, give notice that all final travel documentation issued by them, or on their behalf are supplied as agents, and all arrangements for hotel accommodation, entry tickets, transport and conveyance are supplied upon the express conditions that they are not liable for any injury, damage, loss, accident, delay, sickness howsoever caused or occurring to persons or to property.

AFLEO and/or their subsidiaries and/or associated companies gives notice that should any damage be caused by the passenger to the property, contents or grounds of the hotel accommodation, or to the property of a third party supplier in carrying out the arrangements of the tours, the costs of repairing any damage caused by the passenger will be the responsibility of the passenger and must be paid to AFLEO forthwith by the passenger.

AFLEO and/or the subsidiaries and/or associated companies accept no responsibility for loss or additional expenses for any failure to perform or delay if that failure or delay is due to anything beyond their reasonable control. Should there be any disruptions or delays to any service to be provided it will be the responsibility of the passenger to contact AFLEO or the Agent/Operator.

The transportation companies or firms concerned are not to be held responsible for any act, omission or event during the time passengers are not on board their aircraft or conveyance. The passage contract in use by the carriers concerned when issued shall constitute the sole contract between the transportation companies or firms and the purchaser of these tours and/or passengers.

AFLEO and/or their subsidiaries and/or associated companies give notice that if passengers are attending an event that the event tickets will be subject to Conditions of Entry to the Venue. These conditions are available by contacting AFLEO, Level 3, 11 Queens Road, Melbourne, Victoria, Australia 3004. Tel (03) 7035 3790 Email: info@afleventoffice.com.au. This clause does not exclude or

limit the application of any statutory provision where to do so would contravene that statute or cause any part of this clause to be void.

AFLEO and/or the subsidiaries and/or associated companies excludes all implied conditions and warranties except any implied condition or warranty, the exclusion of which, would contravene any statutory provision or cause any part of this clause to be void. AFLEO and/or the subsidiaries and/or associated companies liability is limited, where it is liable, to refunding the price of the service or product.



TAKE YOUR PLACE IN HISTORY TODAY

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