



# NAFA 2021

## COVID-19 SAFETY

### COVID-19 PRECAUTIONS

The safety of all those who attend the NAFA sites is our main priority. The festival will occur in a COVID safe environment and follow all advice provided by Queensland Health.

Whilst attending NAFA, all patrons, staff and contractors will be required to adhere to all Queensland Health directives as well as all local, state, and federal laws.

Failure to comply with health measures or directives given by either local, state, or federal governments, or event staff, may result in eviction without the right to re-enter or to obtain a refund.

### SOCIAL DISTANCING

- Please ensure to social distance 1.5 meters away from other patrons not within your immediate group.
- When standing in a queue (bus, bar, food stall, amenities) be mindful of keeping 1.5 meters away from others.
- Stage performances will be stopped if people are not practising safe social distancing.
- Sanitise your hands regularly at one of the sanitising stations located around the event site.
- Wash your hands regularly.

Feel free to wear a mask at the festival, however it is not mandatory at this stage. Patrons can wear a mask in the instances where it is not possible to socially distance.

Please ensure each ticket has the correct details including name, phone number and email address on them.

Download the Commonwealth Government COVIDSafe app here.

For more information on the Queensland Government's management of the Coronavirus (COVID-19) Pandemic, please visit - <https://www.covid19.qld.gov.au>.

COVID-19 information will be updated on our website as required.

### REFUNDS

If you have any of the following on the planned event date, please do not attend NAFA:

- Recently tested positive to COVID-19;
- Are a close contact of someone who has tested positive to COVID-19;
- Are awaiting your test results and have been advised to self-isolate;
- Have been in a COVID-19 hotspot in the past 14 days; and/or
- Are showing symptoms of COVID-19. Symptoms include fever, cough, sore throat, difficulty breathing or shortness of breath, chest pain, loss of speech or movement.

It is important that you are COVID-safe and remain at home, self-isolate, and follow the current health advice.

If any of the above applies to you, your ticket is refundable. To request a refund or ticket transfer to a future event, please email [functions@wonderlandspiegeltent.com.au](mailto:functions@wonderlandspiegeltent.com.au) outlining details of your situation. You may be required to supply proof to support your request.

### BEFORE THE EVENT

You will be required to verbally agree to the COVID-19 self-assessment checklist at the venue entry. If you answer yes to any of the questions, please follow the health advice provided and DO NOT attend the event. Please do not attend the event if any of the following apply:

- You are presenting with COVID-19 symptoms, these include: fever, cough, sore throat, difficulty breathing or shortness of breath, chest pain, loss of speech or movement;
- You are required to quarantine after being diagnosed with COVID-19;
- You are required to self-isolate after being identified as a close contact to someone diagnosed with COVID-19;
- You are awaiting your test results from a COVID-19 test; and/or
- You have been abroad or in a COVID-19 hotspot in the past 14 days.

If any of the above apply, please DO NOT ATTEND the event, instead stay home and self-isolate. If you are sick and think you might have COVID-19, check your symptoms using Health Direct's Coronavirus (COVID-19) symptom checker and follow the current health advice. In this instance a refund of your ticket will be available.

## AT THE EVENT

Please do your part to keep yourself and all of us COVID safe.

- Practice good hygiene by washing and sanitising your hands regularly using the bathrooms and widely visible sanitation stations throughout the site.
- Use tap and go payment methods.
- Adhere to social distancing regulations, remembering to keep 1.5m from those around you.
- Wear a mask in the instances where it is not possible to socially distance.
- If you start to feel unwell, especially if you start to experience COVID-19 symptoms, make yourself known to security or event staff.
- Comply with signage around the event site, in particular those relating to social distancing methods and crowd capacities in areas such as bathrooms, VIP and bars.
- Follow directives given by security, police or event staff at all times.
- Adhere to crowd flow measures and markers showing direction of pedestrian traffic. Please keep in mind that the performances can be halted if directives are not being followed, and at worst, the event could cease early if patron behaviour is deemed unsafe. In this instance no refunds would be offered.
- Keep updated via our socials on how you can remain COVID Safe while at the event. By attending the event you are giving your implied consent for your information to be shared with Queensland Health for contract tracing if required.

## COVID-19 SAFETY TICKETING TERMS AND CONDITIONS

1. Patrons acknowledge the festival may be required by law to provide contact information to public health officers on request.
2. The Festival will not share this contact information with any third party other than the relevant health authority and will not use the information for promotional purposes.
3. Patrons must not attend if they have COVID-19 related symptoms, have been in close contact with a person who is COVID-19 positive, have travelled overseas or to a COVID-19 hotspot in the past 14 days, awaiting a COVID test result or are COVID-19 positive.
4. Patrons must not attend if they are required to self-isolate and the event falls within the isolation period.
5. Patrons agree to abide by all social distancing and health protocols.
6. Patrons agree to follow the instructions of venue staff at all times.
7. If patrons do not comply with protocols or authorised requests when on the event premises, they may be asked to leave immediately without refund or further recourse.
8. Refunds of tickets will be available to any customer who is required to self-isolate (due to being a confirmed case or is a close contact of a confirmed case) and the event falls within the isolation period.

9. For attendee safety, the venue capacity of the festival will be limited to abide by the 1 person per 2 square meters rule to ensure social distancing is maintained.
10. A reminder of when arriving and departing the event premises to be mindful of the local community.

Disclaimer: Patrons acknowledge that while the festival has taken all reasonable health and safety precautions to keep the audience, staff and performers safe, patrons enter the venue at their own risk without recourse to claim against the venue or event regarding health outcomes.

If you need assistance booking tickets, please contact our ticketing agent directly on (03) 9602 1311 Monday to Friday between 9am – 5pm or email [functions@wonderlandspiegeltent.com.au](mailto:functions@wonderlandspiegeltent.com.au)

## COMPANION CARDS AND WHEELCHAIR BOOKINGS

For wheelchair and companion card ticket bookings please contact our ticketing agent directly on 0402 499 798 9am – 5pm Monday to Friday or email [functions@wonderlandspiegeltent.com.au](mailto:functions@wonderlandspiegeltent.com.au)