

**Robin Boyd Foundation (RBF)  
Open Day Sunday & Open Day Helvetia  
Sunday 22 November 2023.**

**Terms & Conditions**

Open Day Sunday and Open Day Helvetia ticket holders across all sessions acknowledge and agree to the following terms and conditions:

**Code of Conduct:**

- Respect 'no access' areas.
- Respect 'no photography' areas.
- No use of the furniture in the apartments or communal spaces.
- Not open cupboards or wardrobe doors.
- Not enter rooms with closed doors.
- Not touch or handle Resident property.
- Not use bathroom and kitchen facilities in the apartments.
- Not interfere with any plant material.
- Report any incidents or injuries at the registration station and complete an incident report form.
- Not remove their wrist band.
- Keeping doorways, passageways and stairwells clear.
- Moving efficiently up and down staircases – if the stairs are being used, await their turn.
- Following any instructions given by RBF staff and RBF volunteers.
- No smoking/vaping anywhere in any Residence including outdoor areas.
- No eating or drinking inside any Residence including outdoor areas.
- No pets allowed inside any Residence including outdoor areas. Assistant animals are permitted.

**OH&S**

- Report any incidents, accidents or injuries at the registration station and complete an incident report form.
- Keeping doorways, passageways and stairwells clear.
- Moving efficiently up and down staircases to avoid congestion.
- Following any instructions given by RBF staff and RBF volunteers.

**Tickets**

- Tickets are limited and only available through the RBF.
- Tickets must be pre-purchased.
- There is no waitlist and no ticket sales on the day.
- Sessions are not transferable.
- Ticket holders are only eligible to attend their pre-purchased sessions.
- Do not purchase tickets for children 16 years or under, as they are not permitted in any Residence.

**Registration**

- You must register during the registration window indicated on your ticket.
- You will need to bring photo identification and register using your name, address, phone and email to gain access to the event.

**Contact:**

**Robin Boyd Foundation**  
[information@robinboyd.org.au](mailto:information@robinboyd.org.au)

- Do not remove your wristband until you have completed your Open Day session.

### Access

- Ticket holders will need to give verification of their name, address, phone, email and present valid photo identification at registration to gain access to the event.
- Registration will open 15 minutes prior to the event session start time stated on the ticket.
- Latecomers will not be granted access.
- Pre-event information and updates will be sent to the email address of the ticket holder used at the time of purchase this includes the address of the Residence.
- Ticket Holders acknowledge that Residences are homes which are not able to be modified for the purpose of universal access. The Residence does not have a wheelchair-accessible toilet on-site. Please contact the RBF on [information@robinboyd.org.au](mailto:information@robinboyd.org.au) for tailored support.
- Ticket Holders will be required to have their shoes checked before entering each participating apartment and may be required to remove them.
- Ticket Holders are required to follow directions of RBF staff and volunteers.
- The participating Residences will be viewed in a self-guided manner within a timed session.
- The number of ticket holders in participating apartments or communal spaces at any one time is capped and will be monitored by RBF volunteers.
- Residence locations will be shared to ticket holders 48 hrs prior to the event.

### Photography

- The RBF creates records of its events and activities for reporting, archival and promotional purposes. These records may include images, films and sound recordings. These records may be used by the RBF:
  - to report on and promote the RBF activities through its own channels including, but not limited to, Annual Reports, website; and
  - to promote the RBF's activities through a variety of third party channels including print media and social media channels, including but not limited to Instagram, Facebook and Twitter.
- If you are attending the Open Day Sunday or Open Day Helvetia and become aware that recording is taking place and you do not wish to be recorded, please let the photographer/videographer know and they will make all reasonable efforts to ensure that you are not recorded.

### Refunds

- Refunds will only be granted for cancellations made before the deadline of midday Friday 20 October 2023.
- Late cancellations and no-shows are not eligible for refunds.

### Covid-19

- In line with health advice, if you test positive for Covid-19 it is strongly recommended you isolate at home.

Our staff and volunteers as well as residents of Sunday and Helvetia appreciate your cooperation in maintaining a Covid-Safe environment.

**Contact:**  
**Robin Boyd Foundation**  
[information@robinboyd.org.au](mailto:information@robinboyd.org.au)