

Special Terms and Conditions Relating to COVID-19

1. The original Ticket Holder is responsible for knowing the contact details of anyone they provide a ticket to (including their full name, contact email and contact phone number). In the event that a Ticket Holder is contacted directly by the Ministry of Health for the purposes of contact tracing, they must make these details available to the Ministry of Health for that purpose.
2. The original Ticket Holder must download the NZ COVID Tracer app, and take responsibility for ensuring that anyone they provide a ticket to also downloads the NZ COVID Tracer app.
3. Upon arrival at the Match, a Ticket Holder must use the NZ COVID Tracer app to scan the Match specific QR code. Match specific QR codes will be located at points of entry, and around the event Venue.
4. All Ticket Holders must commit to stopping the spread of COVID-19. The original Ticket Holder is responsible for ensuring that neither they, nor anyone they provide a ticket to, attends the Match:
 - if they have COVID-19
 - if they are displaying any symptoms of COVID-19
 - if they are awaiting results from a COVID-19 test
 - if they are subject to a 14-day isolation period
 - if they are feeling unwell
5. If Ticket Holders are not permitted to attend the Match or the Match is cancelled as a consequence of COVID-19 restrictions, NZR will set up an adequate and proportionate refund process, which will be facilitated by NZR's official appointed ticketing agent for the Match.
6. In addition, if a Ticket Holder is currently sick with COVID-19 or feeling unwell and has been tested for COVID-19 a request for a refund can be made prior to the Match by contacting NZR at ticketqueries@nzrugby.co.nz.
7. Note: refunds will only be provided to the original Ticket Holder who purchased tickets through official channels (i.e. direct from NZR or from NZR's appointed ticketing agent, official corporate hospitality agent and official travel agents). NZR will only be responsible for refund of the ticket price (including NZR's ticketing agent's fees and charges) and will not be liable to the Ticket Holder or any other person for any other cost, expense or loss including, for example, any associated travel and accommodation costs.