



Event Terms and Conditions

- Entry is free, but every attendee must hold a valid ticket.
- A maximum of six tickets may be booked per transaction.
- Capacity is limited, and tickets are valid only for the date, time and station booked.
- Each ticket is uniquely bar-coded. Duplicate tickets or photocopies will not be accepted.
- Children under 14 must be accompanied by a responsible adult.
- Accessibility tickets are available for guests with mobility, sensory, cognitive or other access needs and include lift-priority access.
- Attendees must follow all instructions from event staff, security and emergency personnel.
- No pets allowed, with the exception of guide or support dogs.
- Event organisers may refuse entry or require any person to leave for safety, security or operational reasons.
- Bags and personal belongings may be subject to security screening.
- Dangerous, illegal or prohibited items are not permitted, including alcohol, illicit drugs, glass items, sharp objects, spray cans and hazardous goods.
- No balloons, selfie sticks, boom-mounted equipment or other items that could contact live overhead train power lines.
- No smoking or vaping anywhere in the stations.
- Food and drink are not permitted beyond the ticketing area. Bottled water is fine.
- Scooters, skateboards, bicycles and other wheeled recreational devices are not permitted.
- For safety reasons, pushchairs and prams will need to be checked in at entry, where there will be a safe place to leave it. Babies, toddlers and small children will need to be carried or walk during the event. Attendees with medical conditions should bring any required personal medication or equipment (e.g. inhalers).

- Attendees are encouraged to wear comfortable, flat, enclosed footwear.
- Attendees must remain within designated public areas. Staff-only and restricted areas must not be entered.
- Photography, filming and recording may occur during the event.
- By attending, you consent to your image being used for promotional, marketing, reporting and archival purposes.
- Attendees are responsible for their own personal property and attend the event at their own risk. Event organisers are not liable for loss, theft or damage.
- Event details, session times, activities and access arrangements are subject to change or cancellation without notice.
- Attendee personal information will be held in accordance with the Privacy Act 2020 and [Auckland Transport's Privacy Policy](#).
- To the maximum extent permitted by law, Auckland Transport, KiwiRail and City Rail Link Limited accept no liability for any loss, injury, damage or expense arising from attendance at the event.
- By attending, you acknowledge and accept these Terms & Conditions and any reasonable directions given by event organisers.

Enjoy your First Look experience and thanks for helping us to make it a safe and memorable day for everyone.