

### Terms and Conditions for FSU Members' Family Days 2025

*The following Terms & Conditions apply to all events organised by the  
Financial Services Union (FSU) for members of FSU.*

*Members' Family Days are organised for the benefit of all members. Due to limited capacity we must  
restrict these events to members and their families only.*

#### 1. Booking Process:

- 1.1 Members are required to pre-book for events by whichever process the FSU requires.
- 1.2 Booking is on a 'first come, first served' basis and the number of available tickets may be limited.
- 1.3 Children must be accompanied by at least one responsible adult.
- 1.4 Tickets are only available to members of the FSU. Members who book tickets must attend in person on the day. Tickets will not be valid without the member in attendance to present them at the gate and members are required to present their valid FSU membership card.
- 1.5 Members unable to attend in person on the day must contact the FSU to return/cancel tickets so other members can avail of them.
- 1.6 Any fees required to cover the cost of bookings/entrance to venues must be paid in advance unless the event is free.
- 1.7 Only one booking per member or family where more than one parent is a member will be allowed.
- 1.8 Bookings are not confirmed until any fees have been received and the member has been sent a confirmation of the booking by email.

#### 2. Liabilities:

- 2.1 The FSU is only responsible for organising the event, in so far as securing the venue and issuing tickets.
- 2.2 The FSU is not responsible for members and their families travelling to and from the event.
- 2.3 The FSU is not responsible for members and their families at the event.
- 2.4 Members must acquaint themselves of all safety conditions, risks and precautions associated with attending the event. The FSU cannot be held responsible in the event of an accident while attending the event.
- 2.5 Members with complaints regarding their experience of the event and/or venue must make their complaint to the venue owners directly.
- 2.6 The FSU will do what it can to assist members if the venue hosting the event fails to deliver as promised.
- 2.7 The FSU accepts no responsibility for the venue owners not delivering the content advertised.

#### 3. Expectations during the event:

- 3.1 Unless otherwise stated, the FSU will not provide any food or refreshments during the event and members should provide their own food or refreshments on the day.
- 3.2 The FSU takes every care to ensure events are as entertaining as possible for members and their families. However, the FSU cannot be held responsible if the entertainment content of the event is managed by the venue and they fail to deliver.
- 3.3 Members will ensure they respect staff working at the venues at all times and not engage in any action or conduct which would bring the FSU into disrepute.