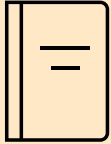
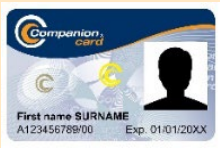


Cardholder Terms and Conditions



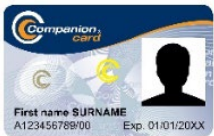
This document is the Terms and Conditions for Companion Cardholders.



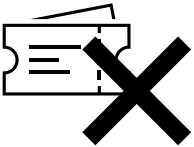
It is important that you read and understand this before you send in your application for a Companion Card.



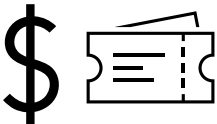
1. The Companion Card can only be used when the cardholder needs the help of a companion to join an activity or go to a place where you have to pay for a ticket.



2. You can only use the Companion Card if it has your photo and name on the card.



3. The companion cannot get free entry if the Companion Cardholder is not there.



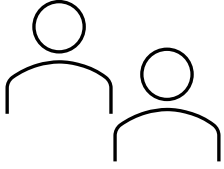
4. You must tell the venue you have a Companion Card and will be bringing your companion when you book or buy a ticket.



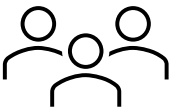
5. If a venue accepts Companion Cards this does not mean that the place is accessible for you.

You should always check with the venue if it is accessible for you before you book or buy tickets. Cardholders need

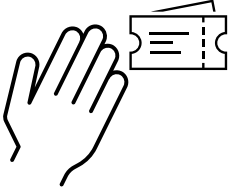
to tell the venue if they have any specific seating needs when they make the booking.



6. Venues need to make sure cardholders can stay close to their companion to help them as needed.



7. If the cardholder needs more than 1 companion, talk to the venue before booking or buying tickets.



8. Sometimes a venue will not be able to give tickets or free entry to a cardholder's companion if it is a special event like:

- A concert or
- A movie or
- A theatre premiere.



9. The Companion Card can be used at the same time as any concession cards.

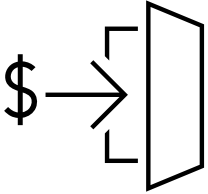


10. Cardholders need to:

- Give their Companion Card details for phone bookings.
- Show their card when collecting their tickets.
- Have the card on them during the event or activity.



If the Cardholder does not have their card, they might get charged the full price for their companion.



11. Some venues charge money to enter, and charge money for other activities as well, for example:

- Money to enter a fun park, and
- Money to go on the rides inside the fun park.

Sometimes the venue will give the companion free entry but not free activities.

If the cardholder needs the companion to help with the activities as well, they should tell the venue when they book or buy a ticket.



12. Booking and getting tickets for companions should be the same process as booking other tickets, and not harder.



13. If a place or activity thinks that a Companion Card is not being used correctly, they can report it to the Companion Card program.

If someone is found not using the Companion Card correctly, the card might get cancelled.



14. When you apply for a Companion Card, you accept these Terms and Conditions.

Contact information



Website:

www.sa.gov.au/CompanionCard



Companion Card Information Line:

1800 667 110



Email:

DHSCompanionCard@sa.gov.au

The Companion Card program is run by the South Australian Department of Human Services.

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