

BLUEY'S WORLD - CONDITIONS OF ENTRY

EXTERNAL · v1 · Effective 13 July 2026

By entering Bluey's World, you agree to these Conditions of Entry. They help us keep every visit safe, welcoming and full of Bluey magic for all our guests. Our team is always happy to help, so just ask anyone in a STAFF t-shirt if you have a question.

ADMISSION AND TICKETS

- **Timed entry.** Your ticket is for a specific session, so please arrive on time. At busy times a session may start up to 30 minutes after the time on your ticket, so please stay close by and we'll welcome you in as soon as we can. If you arrive after your session has started, we'll do our best to help, but getting you in depends on capacity, and later sessions may be sold out.
- **Who needs a ticket.** Babies and toddlers under 2 are free, so just let our team know on arrival. Everyone aged 2 and over needs an admit ticket.
- **A valid ticket.** Everyone needs a valid ticket to enter, so please buy only from Ticketek or our authorised sellers. Tickets that are invalid, damaged, duplicated or resold in breach of the ticket terms may be refused.
- **Supervision.** Anyone under 18 needs to be with a ticket-holding adult at all times, throughout the venue and the surrounding areas, including the car park.
- **Companion tickets.** If you need assistance, you can add one companion ticket to a standard ticket when you book. Registered companions may be asked to show their companion card and ID on arrival, and we accept Australia-wide companion cards. There's full detail on our Accessibility page.
- **Staying with us.** You're welcome to enjoy the Neighbourhood playground, shop and cafe for up to an hour after your experience. You can also come back once within three months to revisit Alfie's Gift Shop, just visit the Info Booth.
- **Groups, schools and parties** are booked separately. See our Group Bookings page.

BRINGING THINGS IN

- **Bags.** There's no cloakroom or luggage storage, so anything you bring you'll need to carry with you. We recommend small, easy-to-carry bags.
- **Prams.** We're a pram-free venue, so prams can't come inside. There's limited, unattended pram parking at your own risk, and baby carriers are highly recommended.
- **Food and drink.** Outside food and drink aren't permitted, though baby formula and water with lids are welcome. Our cafe serves hot and cold food and drinks.
- **Cashless.** We're a cashless venue, so all payments are by contactless card.
- **Prohibited items.** Weapons, illegal substances and anything that could be dangerous to others aren't permitted, and we may refuse entry to, or remove, anyone who brings them in.
- **Bag checks.** We may check bags on entry, for everyone's safety.
- **Lost property.** Lost something during your visit? Pop into the Info Booth and our team will do their best to help.

PHOTOGRAPHY AND FILMING

- There's **no photography or filming during the guided experience**, and live streaming isn't permitted at any time. Once you reach the Neighbourhood, there are plenty of photo opportunities to capture the best day ever.
- Any photos or videos you take are for your own personal use, not for commercial purposes.
- **CCTV** operates across the venue for everyone's safety and security.

BEHAVIOUR AND SAFETY

- **Dress.** Bluey's World is a family-friendly place, so please wear appropriate clothing and footwear at all times. Anyone wearing clothing with offensive, inappropriate or adult-themed language or imagery may be asked to remove or cover it, or may be refused entry, at the discretion of venue management.
- **Please follow our team's directions**, and any conditions displayed at the venue, at all times, for everyone's safety and enjoyment.
- **Respect for our team and other guests.** We have zero tolerance for abusive, threatening or aggressive behaviour, and anyone behaving this way may be refused entry or asked to leave.

- **Smoke-free.** Bluey's World is a smoke-free and vape-free venue.
- **CCTV.** For everyone's safety and security, CCTV operates throughout the venue.
- **Animals.** Assistance animals are welcome, on a lead or harness. Guide and hearing dogs carry a handler identity card, and we may ask whether your animal is an assistance animal. Emotional support animals are welcome too, subject to a short assessment with our team on the day, so please have a chat with us before your visit. Other pets aren't permitted.
- **The experience is physical.** It involves standing, walking, stairs, level changes, uneven surfaces and a few spots where little ones may crawl or climb. Please take care, wear comfortable footwear and keep children close. Step-free routes and bypass options are available, just ask our team.

REFUSAL OF ENTRY AND REMOVAL

To keep Bluey's World safe and enjoyable, we may refuse entry to, or ask a guest to leave, on reasonable grounds. These include being intoxicated or under the influence of illicit drugs, behaving in an unsafe, disruptive or offensive way, not supervising children, or otherwise breaching these Conditions of Entry or affecting other guests' enjoyment. Our management team makes these decisions, and our staff will always try to help resolve things first.

As a licensed venue, we operate under the Liquor Act 1992 (Qld) and the principles of the responsible service of alcohol. Our team may refuse entry to, or remove, anyone who is unduly intoxicated or disorderly, in line with our responsibilities as a licensed premises.

TICKETS, REFUNDS AND PRIVACY

- **Tickets are sold by Ticketek** as agent for the venue. Ticket purchase, payment, delivery, resale and **refunds and exchanges** are governed by the **Ticketek Terms and Conditions of Sale**, which you agree to when you buy.
- We **can't offer refunds for change of mind**. Your rights under the Australian Consumer Law aren't affected, and refunds are available where the law requires or where a session is cancelled by the organiser. Exchange conditions are set out in our FAQ.
- **Your privacy.** Information collected when you buy a ticket is handled under Ticketek's Privacy Policy and Collection Notice. Information you give us directly (for example a group enquiry or an email to our team) is handled under our own Privacy Collection Statement.

MORE INFORMATION

- **Accessibility.** Companion tickets, wheelchair access, sensory and Auslan sessions and more are on our Accessibility page.
- **Planning your visit.** Our FAQs cover tickets, exchanges, what to bring and what to expect.
- **Groups, schools and parties.** See our Group Bookings page.
- Photography and recording, personal belongings, and admission are also covered by our own venue policies. Just ask our team if you'd like to know more.

CONTACT

Questions before your visit? Contact us at info@blueysworld.com.au or 07 3732 4975. We can't wait to welcome you. Wackadoo!