New Year's Eve at Opera Bar

Under the Southern Sky — Ticket Terms & Conditions

Event date: Thursday 31 December 2026
Event hours: 5:00pm – 2:00am
Event location: Opera Bar & Winnie's, Sydney Opera House Lower Concourse

By purchasing a ticket to New Year's Eve at Opera Bar, you agree to the following Terms & Conditions.

1. Tickets & Event Access

1.1 Tickets provide access to the New Year's Eve at Opera Bar event, themed **Under the Southern Sky**, from 5:00pm until 2:00am.

1.2 General Admission tickets provide access to the Lower Concourse precinct, including Opera Bar and Winnie's, excluding designated VIP areas. VIP areas will be clearly identified by signage, bollards and/or security personnel.

1.3 General Admission is a standing and roaming event. Seating and tables are limited and are available on a first-come, first-served basis and are not guaranteed as part of a General Admission ticket.

1.4 Guests requiring a reserved section or VIP experience are encouraged to contact hello@operabar.com.au regarding available options.

1.5 Tickets are limited to a maximum of **10 tickets per transaction**.

1.6 Tickets are valid for the ticket holder only and must be presented with valid government-issued photo identification upon entry.

2. Event Entry

2.1 The event site will open for queuing from **4:00pm**, with event doors opening and the event commencing from **5:00pm**.

2.2 Entry is available between **5:00pm and 10:00pm only**. No entry will be permitted after the final entry time.

2.3 Once a ticket has been scanned and the guest has entered the event, **no pass outs or re-entry are permitted**.

2.4 Guests who have not entered the event by the final entry time will forfeit access to the event. Unused tickets will not be refundable.

2.5 All guests must be **18 years or older** and must present valid government-issued photo identification upon entry.

2.6 Ticket holder names must correspond with the name recorded against the ticket and the identification presented at entry. Entry may be refused where the required identification or ticket details do not correspond, subject to the approved ticket transfer process.

2.7 Guests should allow additional time for queuing, security screening and bag checks.

2.8 All guests are subject to the **Sydney Opera House Conditions of Entry**, including security and prohibited-item requirements.

3. Ticket Transfers

3.1 Tickets may not be transferred or sold to another individual.

3.2 Unauthorised resale or commercial scalping of tickets is prohibited. Tickets identified as having been resold contrary to these Terms & Conditions may be cancelled and entry refused.

4. Cancellations & Refunds

4.1 tickets purchased more than 14 days before the event may be eligible for a cancellation and full refund within 14 days of purchase.

4.2 After that cooling-off period and up until 17 December 2026, refunds are considered only where a genuine reason is provided (a change of mind does not qualify), and approval is at the discretion of Opera Bar management.

4.3 From 17 December 2026, all tickets are non-refundable.

4.4 Tickets purchased within 14 days of the event are non-refundable from the time of purchase.

4.5 Once a ticket has been used to enter the event, it is non-refundable.

4.6 Tickets that are not used for entry before the final entry time of 10:00pm are non-refundable.

5. Event Program & Changes

5.1 The event program, entertainment, performers, food and beverage offerings, event layout, operating arrangements and event timings are subject to change without notice.

5.2 Changes to the event program, entertainment, food and beverage offerings, event layout or other elements of the experience do not automatically entitle ticket holders to a refund.

5.3 The event is scheduled to include viewing opportunities for the **9:00pm and midnight fireworks**. Fireworks displays, viewing arrangements and timings may be affected by weather, safety requirements, government direction, operational requirements or other circumstances outside the reasonable control of the event organisers.

5.4 The event organisers reserve the right to modify, suspend, postpone or cancel all or part of the event where reasonably necessary for safety, security, weather, government direction, venue requirements or other circumstances beyond their reasonable control.

5.5 Where the event is cancelled or cannot proceed due to circumstances of this nature, any applicable refund arrangements will be communicated to ticket holders.

6. Food & Beverage

6.1 Tickets include a premium roaming canapé offering, commencing from approximately **5:30pm**, featuring a selection of light, hot and substantial offerings.

6.2 Food offerings are subject to availability and may change without notice.

6.3 Additional beverages are available for purchase from bars throughout the event precinct.

6.4 No outside food or beverages may be brought into the event, including water bottles. Water will be available within the venue.

6.5 Guests with specific medical requirements relating to food or beverages are encouraged to contact hello@operabar.com.au in advance of the event to discuss their requirements.

6.6 Best efforts will be made to accommodate notified dietary requirements; however, specific dietary requirements cannot be guaranteed.

6.7 Alcohol will be served in accordance with applicable NSW liquor laws and responsible service of alcohol requirements. The event organisers reserve the right to refuse service to any person where required by law or for responsible service reasons.

6.8 **BYO alcohol is not permitted.**

7. Accessibility

7.1 Guests requiring accessibility assistance should advise the event team in advance of the event via hello@operabar.com.au.

7.2 Accessibility assistance may require advance booking and is subject to availability.

7.3 Where appropriate, the event team may assist guests with arranging Sydney Opera House accessibility assistance, including the available golf buggy service.

7.4 Accessibility assistance, including use of the golf buggy service, does not provide early or priority entry. All guests remain subject to the advertised event entry window, security screening and Conditions of Entry.

8. Dress Code

8.1 Guests are encouraged to dress for the occasion and embrace the New Year's Eve celebration.

8.2 The event dress code is elevated and occasion-appropriate. Streetwear, sportswear, tracksuits, beachwear and excessively casual attire are discouraged.

8.3 Appropriate footwear must be worn. Thongs, slides, Birkenstocks and similar casual open footwear are not permitted.

9. Conduct & Conditions of Entry

9.1 All guests must comply with these Terms & Conditions and the Sydney Opera House Conditions of Entry.

9.2 The event organisers reserve the right to refuse entry to or remove a guest where they:

- fail to meet the event's age or identification requirements;
- present identification that does not correspond with the ticket details;
- breach the Sydney Opera House Conditions of Entry;
- possess prohibited items;
- are intoxicated, disorderly, threatening or behaving inappropriately; or
- engage in unauthorised ticket resale or other prohibited conduct.

9.3 Where entry is refused or a guest is removed due to their conduct or failure to comply with the applicable requirements, the ticket will not be eligible for a refund.

10. Photography & Filming

10.1 Photography, filming and other recording may take place throughout the event.

10.2 By attending the event, guests acknowledge that they may be photographed or filmed and that resulting imagery or recordings may be used for promotional, marketing, social media and other legitimate purposes by the event organisers and relevant event partners, subject to applicable privacy requirements.

11. Personal Belongings & Lost Property

11.1 Guests are responsible for their personal belongings throughout the event.

11.2 The event organisers are not responsible for lost, stolen or damaged personal belongings, except where liability cannot lawfully be excluded.

11.3 Any property found during the event will be handed to **Sydney Opera House Stage Door on the following day**.

11.4 Guests seeking to recover lost property should contact **Sydney Opera House Lost Property** directly via the relevant Sydney Opera House contact channel.

12. Transport & Access

12.1 Guests should allow additional time to travel to and from the event.

12.2 Significant road closures will be in place across Sydney on New Year's Eve, and public transport services, routes and timetables may be altered.

12.3 **Wilson Parking at Sydney Opera House will be closed** on the event night.

12.4 Guests are responsible for making their own travel arrangements and should check current transport information before travelling.

12.5 Further transport, road closure and access information will be provided closer to the event.

13. Privacy

13.1 Personal information collected in connection with ticket purchases, event registration and attendance will be handled in accordance with the applicable **Applejack Hospitality/Opera Bar Privacy Policy** and **Sydney Opera House Privacy Policy**, where relevant.

14. General

14.1 These Terms & Conditions should be read together with the Sydney Opera House Conditions of Entry and any applicable ticketing platform terms.

14.2 The event organisers reserve the right to update event information where reasonably required. Guests will be notified of any material changes where appropriate.

14.3 Nothing in these Terms & Conditions is intended to exclude, restrict or modify any rights or remedies that cannot lawfully be excluded, restricted or modified under applicable Australian law.