

# Companion Card Cardholder Terms and Conditions



1. The Companion Card must only be used when the cardholder requires the assistance of a companion to participate at a particular venue/activity. If you have previously attended an activity independently, this arrangement should continue.
2. Only the person whose photograph and details appear on the Companion Card can use the card.
3. Companion Tickets cannot be used without the Companion Card cardholder being present.
4. Companion Card cardholders must inform the venue/activity operator of their requirement for a Companion Ticket at the time they book or purchase their own ticket.
5. Acceptance of the Companion Card does not indicate that a venue/activity is accessible. Cardholders are advised to check accessibility with the venue/activity operator before booking tickets.
6. The minimum expectation of Companion Card affiliates is that they will issue cardholders with one Companion Ticket, or admission, at no charge. This ticket will be exempt from all booking fees.
7. Where a cardholder requires more than one companion, this must be negotiated by the cardholder, with the venue/activity operator at the time of booking. Note: providing a second carer's ticket is at the discretion of the venue/activity operator.
8. The Companion Card can be used to obtain admission for any programs, services and sessions run by affiliate venue/activity operators. This will be subject to the usual admission availability and conditions.
9. The Companion Card can be used in conjunction with any recognised concession cards.
10. Cardholders must provide their Companion Card details when making telephone bookings, and must present their valid card during ticket collection, and at any time when asked during the activity. If cardholders cannot present their card, they may be charged for the Companion Ticket.
11. Affiliate venues/activities must ensure cardholders are able to be located physically close to their companions. Companions must remain close to cardholders to assist them as required.  
  
Cardholders with specific seating requirements must inform the venue/activity operator at the time of booking.
12. Some venue/activity operators may charge for participation over and above general admission costs (e.g. fee for rides in addition to an entry fee at a fun park). Affiliate venues/activities must issue a Companion Ticket for both admission and additional components if the cardholder determines they require assistance in order to participate.
13. Companion Cards may be used to purchase a package deal for the cardholder that combines admission costs with ancillary components such as meals etc. When booking a package deal, cardholders must check with the venue/activity operator, what is included with the Companion Ticket. It is essential that the companion's support to the cardholder is not disrupted if the ancillary components are not included in the Companion Ticket, e.g. if meals are not included, the companion must be able to bring or access food in a manner that enables them to provide continual support to the cardholder.
14. Booking and ticket distribution practices for Companion Tickets should not be more difficult than the standard ticketing practices of the affiliate venue/activity.
15. If an affiliate venue/activity operator suspects that a Companion Card is being misused, the affiliate can report this to the Companion Card program. Proven misuse of the Companion Card may result in cancellation of the card, and the cardholder will be ineligible to reapply.
16. The Companion Card identifies the cardholder as a person who has a significant permanent disability for the purpose of the Companion Card program but cannot be used as a form of identification for any other purpose.



 [info.companioncard@facns.nsw.gov.au](mailto:info.companioncard@facns.nsw.gov.au)

 1800 893 044

 [www.companioncard.nsw.gov.au](http://www.companioncard.nsw.gov.au)