



COVID-19 FULLY VACCINATED VENUE 16+ Frequently Asked Questions

Updated: 9 December, 2021

As a result of the easing of COVID-19 restrictions and the introduction of the new [Test, Trace, Isolate and Quarantine \(TTIQ\)](#) model within South Australia from Tuesday, 23 November, 2021, Adelaide Venue Management (AVM) has made the decision to make its three venues—Adelaide Entertainment Centre, Adelaide Convention Centre and Coopers Stadium—fully vaccinated venues for persons aged 16 years or older.

Our priority has always been the health and safety of our guests, and the decision to make our venues fully vaccinated has been made to protect against the spread of the virus, as well as to provide every chance of maintaining business continuity as we navigate the next stages of the COVID-19 roadmap and recovery.

You can find a list of some of our most commonly asked questions below.

For any additional queries, please contact aec@avmc.com.au.

Who needs to show proof of vaccination in order to enter Adelaide Entertainment Centre?

Effective Tuesday, 23 November, 2021, all persons aged 16 years and older entering Adelaide Entertainment Centre including visitors, clients, contractors and suppliers, will need to be fully vaccinated against COVID-19 with a vaccine approved by the Australian Therapeutic Goods Administration. Proof of vaccination will be required in order to gain entry.

To gain entry, patrons need to show their COVID-19 Digital Certificate on their smart device OR provide personal photo identification and printed immunisation certificate. Any person with an official medical exemption approved by the South Australian Chief Public Health Officer will need to provide proof of a negative COVID test result for the 72 hour period prior to seeking entry and full exemption details. Venue bans apply for non-compliance.

For more information, please view Adelaide Venue Management's [Conditions of Entry](#).

What vaccines are accepted?

Visitors wishing to enter Adelaide Entertainment Centre from 23 November, 2021 must be vaccinated against COVID-19 with a vaccine approved by the Australian Therapeutic Goods Administration.

What is meant by fully vaccinated?

Fully vaccinated means having received two doses of a COVID-19 vaccine approved by the Australian Therapeutic Goods Administration.

How do I show proof of vaccination?

To gain entry, patrons need to show their COVID-19 Digital Certificate on their smart device OR provide personal photo identification and printed immunisation certificate.

We will accept any of the following as proof of vaccination (samples below):

- COVID-19 Digital Certificate, available via your Medicare online account through myGOV or the Express Plus Medicare Mobile app.
- 'VaxCheck' – Digital COVID-19 Vaccination Certificate integrated into the mySA Gov App (please see below for more details)
- A printed immunisation history statement accompanied by proof of identification.
- In the case of an official medical exemption approved by the South Australian Chief Public Health Officer, please provide a copy of your official documentation along with valid ID and proof of a negative COVID test result from the 72 hour period prior to seeking entry.

If you're unable to access or get proof of your immunisation history online, you can ask your GP to print your immunisation history statement or call the [Australian Immunisation Register](#). You can learn more about how to get proof of your COVID-19 vaccination, [here](#).

For details on how to add your COVID-19 Digital Certificate to a digital wallet such as Apple Wallet or Google Play, allowing easy display on your smart device, please click [here](#).



How do I access the MySA GOV proof of vaccination?

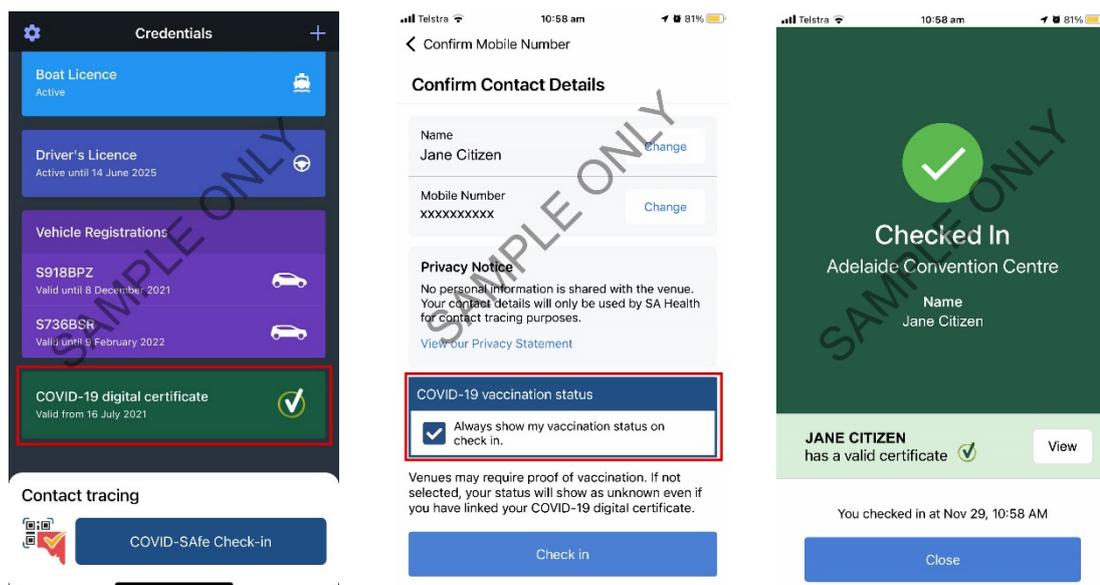
South Australians are able to integrate their COVID-19 Digital Certificate into their mySA Gov app (VaxCheck), making it easy to show their vaccination status where proof of vaccination is required.

Once integrated, your COVID-19 Digital Certificate will appear in your mySA Gov app under 'Credentials' (the home page). You can then easily opt in to simultaneously show proof of vaccination each time you check in to a location using an official QR Code. If you select this option, your vaccination status will display underneath the regular green tick.

To integrate your COVID-19 Digital Certificate into the mySA Gov app, follow these simple steps.
(Tip: Before you start, ensure all the relevant apps are updated!)

1. Ensure Medicare is linked to your myGov account
2. Download the Express Plus Medicare app and sign in using your myGov details
3. Select 'Proof of Vaccinations' and then 'View history'
4. Select 'Share with check in app' and then 'mySA Gov'.
5. To simultaneously check-in and show your proof of vaccination, next time you check-in at a location, a box will appear on the contact details screen inviting you to '**Always show my vaccination status on check-in**'.

Further information on this process is available [here](#).



What steps do I need to complete upon arrival at the Adelaide Entertainment Centre?

To support social distancing and to ensure the safety of all guests, visitors are encouraged to arrive at the venue at least 15 – 20 minutes earlier than you would normally to allow additional time to complete the check in process.

The following steps must be completed prior to entry:

1. Display your proof of COVID-19 vaccination
2. Scan the SA Government QR Code and provide proof of check in (show the 'green tick')

Note, if you have integrated your COVID-19 Digital Certificate into the mySA Gov app and elected to simultaneously show vaccination status each time you check in to a location, these two steps will be completed at the same time.

I have a medical exemption for the COVID-19 vaccine. Can I still enter Adelaide Entertainment Centre?

If you have an official medical exemption approved by the South Australian Chief Public Health Officer, please present to staff at entry accompanied by valid ID and proof of a negative COVID test result from the 72 hour period prior to seeking entry.

A SA Health granted medical exemption (also known as a medical contraindication) will be noted on your immunisation history and COVID-19 Digital Certificate. You can learn more, [here](#).

I am currently participating in a COVID-19 vaccine clinical trial. Is this covered by the entry requirements?

Following a change to South Australia's emergency management direction on 8 December, 2021, please note that, effective immediately, participation in a COVID-19 vaccine clinical trial is no longer a valid exemption for not having a TGA approved COVID-19 vaccine.

As such, any visitors who have previously arranged a SA Health medical exemption based on participation in a COVID-19 vaccine clinical trial will no longer be able to enter Adelaide Entertainment Centre using this documentation.

Can I attend an event at Adelaide Entertainment Centre if I have had my first dose of COVID-19 vaccine and have an appointment booked for my second dose?

From 23 November, 2021 the requirement for entry into Adelaide Entertainment Centre is to be fully vaccinated, meaning you have had your two doses of a COVID-19 vaccine approved by the Australian Therapeutic Goods Administration.

All visitors must show proof that they are fully vaccinated or have an official medical exemption approved by the South Australian Chief Public Health Officer accompanied by a negative COVID test taken 72 hours prior to entry.

I've chosen not to get vaccinated. Can I provide a negative COVID-19 test result to gain entry instead?

From 23 November, 2021, the requirement for entry into Adelaide Entertainment Centre is to be fully vaccinated, meaning you have had your two doses of a COVID-19 vaccine approved by the Australian Therapeutic Goods Administration.

The only exception to this is if you have an official medical exemption approved by the South Australian Chief Public Health Officer, which will be noted on your official immunisation history or COVID-19 Digital Certificate. In this case, please present at entry along with proof of a negative COVID-19 test result taken in the 72 hour period prior to seeking entry. You will not be able to enter by simply showing a negative test result alone.

Am I still required to wear a mask when onsite?

SA Health has directed that Venue Management implement a series of COVID Safe measures with all patrons required to comply without exception. This includes the wearing of masks.

All patrons are required to wear a face mask when entering and moving around the Stadium at all times (excluding children under 12), unless you have a medical exemption for which evidence must be produced upon request. Masks may only be removed while you are seated in your allocated reserved seat. You are requested to bring your own reusable mask.

For more information on Adelaide Entertainment Centre's COVID Safe measures, please [click here](#).

I have a function booked at the Adelaide Entertainment Centre in the coming weeks. Who do I contact?

If you are an Event Organiser and have questions regarding a scheduled event at the Adelaide Entertainment Centre, please continue to liaise with your Function Coordinator.

If you are attending an upcoming function at the Adelaide Entertainment Centre and have any questions, please contact the organisation running your event.

For any other enquiries, please contact aec@avmc.com.au.

I have tickets to an upcoming event at Adelaide Entertainment Centre and can no longer attend as a consequence to these entry requirements. Who do I contact?

The Venue Hirer is responsible for determining the refund policy pertaining to an event. Adelaide Entertainment Centre is only permitted to issue refunds at the instruction of the Venue Hirer. If an event is to proceed as planned, then it is unlikely that a Venue Hirer will provide refunds as Adelaide Entertainment Centre reserves the right to change Conditions of Entry at any time.

Given our status as a 'fully vaccinated venue', if you are planning to buy tickets for an upcoming event, please consider vaccination status of you and your guests prior to purchasing. It is recommended that you review Conditions of Entry prior to purchase and immediately ahead of visiting Adelaide Entertainment Centre.