2012-13
NATIONAL REFUND POLICY

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1. Application of Refund Policy

This Refund Policy only applies in respect of Test Matches, One-Day and 20-Over International Matches scheduled to be played as part of Cricket Australia's official international cricket season in 2012-13.

2. When will you be eligible for a refund?

Subject to clause 3 of this Refund Policy, the following paragraphs indicate the circumstances in which you will be eligible for a refund for ticket purchases in respect of relevant Matches. Except as provided for under the *Competition and Consumer Act 2010* (Cth), in no other circumstances shall a refund be payable.

20-Over International Match

(a) If you purchased a ticket to see a 20-Over International Match, you may be eligible for a refund of the official price of the value printed on the ticket for the relevant Match less the Administration Fee (as defined in clause 3(d) below) if:

(i) less than 15 overs were played during the whole Match; **and**

(ii) there was no result recorded in the Match.

One-Day International Match

(b)(i) If you purchased a ticket to see a One-Day International Match, you may be eligible for a refund of 100% of the value printed on the ticket for the relevant Match less the Administration Fee (as defined in clause 3(d) below) if less than ten (10) overs were played during the whole Match and there was no result recorded in the Match.

(b)(ii) If you purchased a ticket to see a One-Day International Match, you may be eligible for a refund of 50% of the value printed on the ticket for the relevant Match less the Administration Fee if more than or exactly ten (10) overs but less than twenty-five (25) overs were played during the whole Match and there was no result recorded in the Match.

(b)(iii) Except as provided for under the *Competition and Consumer Act 2010* (Cth), in no other circumstances shall a refund be payable.

Test Match – Day Ticket

(c)(i) If you purchased a ticket to see one (1) day's play of a Test Match, you may be eligible for a refund of 100% of the value printed on the ticket for the relevant day less the Administration Fee (as defined in clause 3(d) below) if less than ten (10) overs were played during that day and neither side won the Match on that day and the match did not end in a tie.

(c)(ii) If you purchased a ticket to see one (1) days play of a Test Match, you may be eligible for a refund of 50% of the value printed on the ticket for the relevant day less the Administration Fee if more than or exactly ten (10) overs but less than

twenty-five (25) overs were played during that day and neither side won the Match on that day and the match did not end in a tie.

(c)(iii) Except as provided for under the *Competition and Consumer Act 2010* (Cth), in no other circumstances shall a refund be payable.

Test Match – Test Match Pass Ticket

(d)(i) If you purchased a Test Match Pass Ticket to see all five days of any Test Match, you may be eligible for a refund of some or all of the value of the ticket (such value to represent the value of the purchase price apportioned to the relevant day), for any of the first four days of the Match if during that relevant day:

(A) more than or exactly ten (10) overs but less than twenty-five (25) overs were played (50% refund less Administration Fee (as defined in clause 3(d) below)) or less than ten (10) overs were played (100% refund less Administration Fee); and

(B) neither side won the Match on that day and the Match did not end in a tie.

(d)(ii) Except as provided for under the *Competition and Consumer Act 2010* (Cth), in no other circumstances shall a refund be payable.

Test Match – 2 or 4 day Travel Ticket

(e)(i) If you purchased a 2 or 4 day Travel Ticket from the Cricket Australia Travel Office or any of its official appointed agents for any Test Match, you may be eligible for a refund of some or all of the value of the ticket (such value to represent the value of the purchase price apportioned to the relevant day), for any of the first four days of the Match if during that relevant day:

(A) more than or exactly ten (10) overs but less than twenty-five (25) overs were played (50% refund less Administration Fee (as defined in clause 3(d) below)) or less than ten (10) overs were played (100% refund less Administration Fee); and

(B) neither side won the Match on that day and the Match did not end in a tie.

(e)(ii) Except as provided for under the *Competition and Consumer Act 2010* (Cth), in no other circumstances shall a refund be payable.

For the purposes of paragraphs (a), (b) and (c) of this clause 2, the question of whether a "result" has been recorded will be determined having regard to the Laws of Cricket (as in force at the relevant time). For the purposes of paragraphs (d) and (e) of this clause 2, the question of whether a side has "won" a Match or whether the Match has ended in a "tie" will be determined having regard to the Laws of Cricket (as in force at the relevant time).

3. How do I apply for a refund?

(a) For the purposes of this Refund Policy, ticket agency means Ticketmaster or Ticketek and ticket outlet means a place at which tickets can be purchased in person other than a gate at a venue on the day of the Match.

Refunds

(b) If you wish to obtain a refund and the circumstances set out in clause 2 exist in respect of the ticket and you bought your ticket on the internet, over the phone or via mail booking, subject to clauses 3(d)-(g), your monies will be automatically

refunded (as per clause 2) to the credit card the ticket was purchased within a date that is approximately fourteen (14) days after the end of the Match in respect of which the refund is sought (note: funds may not appear in customer accounts for a number of days).

(c) If you wish to obtain a refund and the circumstances set out in clause 2 exist in respect of the ticket and you bought your ticket at a ticket outlet or at the gate of the venue you must send your ticket to the ticket agency from which you purchased the ticket (or as otherwise instructed by Cricket Australia or the ticket agency) within fourteen (14) days after the end of the Match in respect of which the refund is sought. You must include your name and address and retain a copy of the ticket.

Ticketmaster: Cricket Refunds, GPO Box 762 MELBOURNE VIC 3001

Ticketek: GPO Box 1610 SYDNEY NSW 2001

What fees apply to refunds?

(d) In all States and Territories refunds may be subject to a two dollar and fifty cent ($2.50) administration charge (the “Administration Fee”).

(e) Where the refund is to be made to the credit card used to purchase the ticket(s), the Administration Fee may be either:

(i) debited from that credit card; or

(ii) deducted from the monies to be refunded to that credit card.

How are credit card refunds processed?

(f) For 100% refund less Administration Fee:
If you are eligible for a refund of 100% of the value printed on the ticket for the relevant day less the Administration Fee (as defined in clause 3(d) above), the credit card used to purchase the ticket(s) will be refunded 100% of the value printed on the ticket. The relevant ticket agency may also debit the same credit card the Administration Fee in a separate transaction.

(g) For 50% refund less Administration Fee:
If you are eligible for a refund of 50% of the value printed on the ticket for the relevant day less the Administration Fee (as defined in clause 3(d) above), the credit card used to purchase the ticket(s) will be refunded 100% of the value printed on the ticket. The relevant ticket agency may also debit the same credit card 50% of the value of printed on the ticket, and the Administration Fee in separate transactions.