



## 2017-18 Tour Match Refund Policy

1. This Tour Match Refund Policy only applies in respect of Tickets purchased to Multi-Day Matches and One-Day Tour Matches scheduled to be played by the WACA XI and CA XI men's teams as part of Cricket Australia's official domestic cricket season in 2017-18 (together, the **Matches**).
2. Other than to the extent required by Applicable Law (including the Competition and Consumer Act 2010 (Cth)), paragraphs 5 to 14 set out the only circumstances in which a Ticket Purchaser ("you") may be eligible for a Ticket refund or part thereof.
3. All refunds are subject to the conditions of this Tour Match Refund Policy set out in paragraphs 10 to 20.
4. For KFC T20 Big Bash League matches please refer to the BBL Refund Policy located at [www.bigbash.com.au](http://www.bigbash.com.au). For the senior men's and women's international matches please refer to the National Refund Policy located at [www.cricket.com.au/tickets](http://www.cricket.com.au/tickets). For domestic cricket matches other than the KFC T20 Big Bash League (including Sheffield Shield and JLT One-day Cup) there are no refunds on ticket purchases.

### When will you be eligible for a refund?

5.

Match Format / Ticket Type	100% Refund
<b>Test – Full Day</b>	Less than fifteen (15) overs are completed and no result is recorded for the Match on the day
<b>ODI</b>	Less than fifteen (15) overs are completed during the entire Match and no result is recorded for the Match

6. For the purposes of this Tour Match Refund Policy 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).

### Refunds for other reasons

7. Subject to paragraphs 10 to 20, you will be eligible for a refund of 100% of the Ticket Value of the Ticket if:
  - (a) the relevant Match is cancelled in advance of the date of such Match;
  - (b) the Ticket is for a Match which is rescheduled to another Venue;
  - (c) the Ticket is for a Match which is rescheduled to another date (at the same Venue), subject to your election under paragraph 9 of this Tour Match Refund Policy; or
  - (d) you are otherwise entitled to a refund as set out in the Applicable Law.
8. For the avoidance of doubt, no refund will be payable where the start time for any Match is moved or otherwise delayed but the Match takes place on the date originally scheduled as set out on the Ticket (unless a refund is otherwise payable pursuant to paragraphs 5, 7 and 9).

### Rescheduled Matches

9. If a Match is rescheduled to another date at the same venue, you may elect either to:
  - (a) use the existing Ticket for the rescheduled Match (your existing Ticket will give you access to the Venue); or
  - (b) obtain a refund of the Ticket Value, subject to your compliance with paragraph 25 below.

### Conditions of refund

10. Cricket Australia does not guarantee that the Match for which a Ticket is issued will take place at the date, time and Venue indicated on the Ticket.
11. Cricket Australia reserves the right to make alterations to the time, date and Venue of any Match or the seating area or seating number referred to on a Ticket in the event of unforeseen or other circumstances, including (without limitation), force majeure, safety and security concerns, weather or playing conditions, or decisions from any applicable authority. In the event of such alteration, Cricket Australia (including any Ticket Agency) will not be liable to you or any other person for any costs, expenses or other losses resulting from such alteration, except to the extent set out in paragraphs 5 to 9 of this Tour Match Refund Policy.
12. A Ticket will not be refunded and you will not be entitled to any refund and/or compensation from Cricket Australia:
  - (a) if a Match is completed early in the normal course of play (i.e. completed in accordance with the rules for the Match, as determined by Cricket Australia);
  - (b) if the Ticket is lost, stolen, defaced or otherwise unused; or
  - (c) if your entrance to a Match is delayed, including but not limited to due to public transport, road closures, other means of transportation, security inspections and/or other external factors.
13. Other than as specified in this Tour Match Refund Policy, Cricket Australia will not be required to refund any fees or charges paid in addition to the Ticket Value of the Ticket (for example, any Service/Delivery Fee, merchant charges or other foreign exchange charges). No interest or costs will be payable in respect of any monies refunded.
14. Cricket Australia will not be liable for any other costs, expenses or loss (including, without limitation, any indirect and/or consequential loss, such as for travel to the Venue or any accommodation costs).
15. Where one of paragraphs 5 to 9 of this Tour Match Refund Policy applies, only the original Ticket Purchaser will be entitled to a refund. If the details of the Ticket Purchaser provided with any refund application do not match the details of the Ticket Purchaser held in relation to the original purchase of the Ticket(s), no refund will be paid.
16. No refund(s) will be payable in relation to any Ticket(s) which, for whatever reason, were provided to you or any Ticket holder free of charge.
17. No refunds will be payable if you or any Ticket holder is refused entry to, or removed from, a Venue by reason of a breach of the 2017-18 Ticket and Entry Conditions.
18. Cricket Australia shall not have any responsibility for charges incurred by you from your bank (or any other third party charges).

19. Cricket Australia cannot provide refunds or any form of compensation for tickets purchased through non-authorized ticket sellers.
20. Cricket Australia reserves the right to make amendments to this Tour Match Refund Policy from time to time at its sole discretion and without notice. All refunds will be determined in accordance with the Tour Match Refund Policy in place at the time of your purchase.

**How do I apply for a refund?**

**Tickets purchased with a credit card**

21. If you purchased your Ticket(s) with a credit card and you are entitled to a refund pursuant to paragraphs 5, 7 and/or 9 of this Tour Match Refund Policy, your monies may be automatically refunded to the credit card (as applicable) used to buy the ticket within approximately thirty (30) days of the scheduled date of the applicable Match as per the applicable Ticket Agency process.

Eventbrite:	Refunds will be automatically processed back to the credit card used to purchase the ticket
Ticketek:	Refunds will be automatically processed back to the credit card used to purchase the ticket
Ticket Shop:	Ticket Purchasers will be contacted by the ticket agent to confirm refund details
Universe	Refunds will be automatically processed back to the credit card used to purchase the ticket

**Tickets purchase with a debit card or cash prior to the match**

22. If you wish to obtain a refund pursuant to paragraphs 5, 7 and 9 of this Tour Match Refund Policy and you purchased your Ticket(s) with debit card or cash prior to the match, it may be possible to obtain a refund directly from the outlet where you purchased the ticket. Otherwise, you must send your name, address and ticket to the Ticket Agency (addresses below) 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 should retain a copy of the ticket for your records. Funds will be returned via cheque or, where possible, by electronic funds transfer if you provide the relevant account information to the Ticket Agency.

Ticketek:	GPO Box 1610 SYDNEY NSW 2001
Ticket Shop:	PO Box 5181 TOWNSVILLE QLD 4810

**Tickets purchased with debit card or cash at match**

23. If you wish to obtain a refund pursuant to paragraphs 5, 7 and 9 of this Tour Match Refund Policy and you purchased your Ticket(s) with debit card or cash at match it may be possible for you to obtain a refund directly from the outlet where you purchased the ticket. Otherwise, you must send your name, address and ticket to the Ticket Agency (addresses below) 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 should retain a copy of the ticket for your records. Funds will be returned via cheque or, where possible, by electronic funds transfer if you provide the relevant account information to the Ticket Agency.

Eventbrite:	Refunds processed at the venue for tickets bought on match day
Ticketek:	GPO Box 1610 SYDNEY NSW 2001
Ticket Shop:	PO Box 5181 TOWNSVILLE QLD 4810
Universe:	Refunds processed at the venue for tickets bought on match day

24. No refund will be issued if returned ticket(s) are post-marked more than fourteen (14) days after the end of the relevant Match.

**Refunds for Rescheduled Matches**

25. If you wish to obtain a refund pursuant to paragraph 9 (Rescheduled Matches) of this Tour Match Refund Policy, regardless of how you purchased your ticket(s), you must telephone the Ticket Agency or send your name, address and ticket(s) to the applicable Ticket Agency (addresses below) before the end of the claim period, being the date fourteen (14) days after the end of the relevant Match or such other shorter period as the Ticket Agency or Cricket Australia may advise. The Ticket(s) will be validated to verify your eligibility for a refund. If the Ticket(s) is/are found to have been used to access the venue on the rescheduled date (regardless of the time of attendance) no refund will be issued under this provision. You should retain a photocopy, or electronic copy of the ticket(s) for your records. Funds will be returned either back onto the credit used in the original purchase or via cheque payment. All cheque refunds will be dispatched within thirty (30) days of the close of the claim period set out above.

Eventbrite:	Ticket Purchasers will need to request a refund via Eventbrite.com.au
Ticketek:	GPO Box 1610 SYDNEY NSW 2001 Telephone: 132 849
Ticket Shop:	Ticket Purchasers will be contacted by the ticket agent to confirm refund details
Universe:	Ticket Purchasers will need to request a refund via universe.com.au

26. No refund will be issued if returned Ticket(s) are post-marked more than fourteen (14) days after the end of the relevant Match or such other shorter period as the Ticket Agency or Cricket Australia may advise.

**Definitions**

All capitalised terms in this Tour Match Refund Policy shall have the following meanings:

**Applicable Law** means the law (including consumer protection legislation) applying in the state or territory (as applicable) in which the relevant Match takes place;

**Service/Delivery Fee** means the fee payable per Ticket transaction or order, charged in addition to the Ticket Value of the Ticket, for the processing and delivery of Tickets in that transaction or order.

**Ticket** means a ticket giving right of entry to one (1) Match at a particular Venue in accordance with the details indicated thereon;

**Ticket Agency** means Ticketek, Eventbrite, Universe or Ticket Shop as applicable for the relevant Match.

**Ticket Purchaser** or **you** means the individual with legal capacity who has purchased a Ticket or Tickets in accordance with the 2017-18 Ticket and Entry Conditions;

**Ticket Value** means the specified price of the Ticket and excludes any Service/Delivery Fee (or part thereof) or other fees or charges paid by the Ticket Purchaser in respect of that Ticket (including, but not limited to, any credit/debit card processing fee); and

**Venue** means the entire premises of a ground or stadium where a Match is scheduled to take place and to which a Ticket is required to gain access.

