

Refund & Cancellation Policy

Thank you for choosing to attend our event. Please review our refund policy below before purchasing your tickets.

1. General Refund Policy

We offer full refunds for ticket purchases up to **five (5) days prior** to the scheduled event date. To be eligible for a refund, your request must be submitted in writing via email at mystique.encounters@gmail.com no later than 11:59 PM AEST five days before the event.

Consider utilising the Stickytickets 'Secure My Refund' option which allows you to obtain a refund regardless of the organisers refund policy.

2. Late Cancellations & No-Shows

Requests made within five (5) days of the event date are not eligible for a refund. Reasonable requests may be considered or offered a ticket transfer at the organisers discretion. Additionally, no refunds will be issued for "no-shows" (individuals who purchase a ticket but do not attend the event).

3. Age Requirement, Identification & Vetting

As this is an **adults-only event (18+) for vetted guests only**. **No refunds** will be issued to individuals who are denied entry due to lack of proper identification, for being under the required age, for turning up without being vetted by the organisers, for antisocial or unwanted behaviour before or during the event, or due to receiving a venue or event ban.

4. Ticket Transfers

If you are within the 5-day non-refundable window, you may transfer your ticket to another person (aged 18+). Please contact us at mystique.encounters@gmail.com to update the name on the guest list at least 2 days before the event begins.

5. Event Cancellation or Postponement

In the unlikely event that we must cancel or postpone the event due to unforeseen circumstances, all ticket holders will be notified immediately. In the case of a full cancellation, a 100% refund will be issued to the original payment method.

6. Processing Fees

Please note that Stickytickets retains 1.5% of the ticket value which covers merchant fees and is non-refundable.