



## REFUND POLICY

Before purchasing tickets, carefully review the event details. Newcastle Fringe Festival Inc ('Newcastle Fringe') does not issue an exchange or refund for a lost, stolen, damaged or destroyed ticket unless:

- (a) Newcastle Fringe is able to identify (acting reasonably) and cancel the relevant ticket, and
- (b) you give Newcastle Fringe a reasonable amount of notice ahead of the event that the ticket has been lost, stolen, damaged or destroyed, in which case Newcastle Fringe will issue a replacement ticket to you for a reasonable administration fee. A change in personal circumstances does not entitle a ticket holder to return or exchange a ticket.

Subject to any statutory rights of refund (including, without limitation, the provisions of the Australian Consumer Law), if an event takes place then generally there is no right to a refund or exchange, including where a ticket holder cannot attend because of adverse weather conditions.

## IN THE EVENT OF CANCELLATION

Occasionally, events are cancelled or postponed due to weather conditions or other situations which may affect the performers, staff or audience. If an event is cancelled, Newcastle Fringe will contact you to offer a refund or an exchange for a ticket of equal value to another event.