

EVENT TICKET REFUND POLICY

Ticket-holder cancellations

No refund will be provided for change-of-mind cancellations made within 30 days of the advertised event date. This includes being unable or choosing not to attend. Within this period, supplier costs, artist fees, venue costs, production expenses and other event arrangements may already have been committed or paid and may not be recoverable.

Requests made more than 30 days in advance

Cancellation requests received more than 30 days before the event date will be considered on a case-by-case basis. Any approved refund may be reduced by reasonable, non-recoverable costs already incurred in connection with the booking.

Event cancellation or major change by the organiser

If we cancel the event, or make a major change to it, any refund or other remedy will be provided as required by the Australian Consumer Law and any other applicable law.

Your consumer rights

Nothing in this policy excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law. This policy does not limit any legal rights or remedies that apply to an event ticket purchase.

How to request a ticket cancellation

Please submit your cancellation request in writing and include your full name, ticket or order reference, event date and reason for cancellation. The date we receive the written request will be used to determine whether it falls within the 30-day cancellation period.

Effective date: 29 August 2026