



## 2009-10 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 2009-10.

### 2. **When will you be eligible for a refund?**

Subject to clause 4 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. 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 4(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 4(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) In no other circumstances shall a refund be payable.

#### ***One-Day International Match – "Queensland ODI Two Pack" Ticket Offer***

- (c)(i) If you purchased tickets to see a One-Day International Match as part of a "Queensland ODI Two Pack" ticket offer, you may be eligible for a refund of 100% of the value printed on the ticket for the relevant Match in Queensland, less the Administration Fee, if less than ten (10) overs were played during the whole of that Match and there was no result recorded in that Match.
- (c)(ii) If you purchased a ticket to see a One-Day International Match as part of a "Queensland ODI Two Pack" ticket offer, you may be eligible for a refund of 50% of the value printed on the ticket for the relevant Match in Queensland, less the Administration Fee if more than or exactly ten (10) overs but less than twenty-five

(25) overs were played during the whole of that Match and there was no result recorded in that Match.

(c)(iii) In no other circumstances shall a refund be payable.

**Test Match – Day Ticket**

(d)(i) If you purchased a ticket to see one (1) days 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 4(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.

(d)(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 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.

(d)(iii) In no other circumstances shall a refund be payable.

**Test Match – Test Match Pass Ticket**

(e)(i) If you purchased a Test Match Pass Ticket to see all five days of a Test Match in Queensland, Tasmania, Western Australia or Victoria you may be eligible for a refund for any of the first three (3) days of the Match (calculated on a pro rata days basis of the Test Match Pass Ticket price for the first three (3) 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 4(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) In no other circumstances shall a refund be payable.

(f)(i) If you purchased a 2 Day Test Match Pass Ticket to see the first two days of the Test Match in Tasmania, you may be eligible for a refund for any of the first two (2) days of the Match (calculated on a pro rata days basis of the 2 Day Test Match Pass Ticket price for the first two (2) 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 4(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.

(f)(ii) In no other circumstances shall a refund be payable.

For purpose 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. When may I apply to exchange my ticket?**

- (a) If you qualify for a refund in accordance with clause 2 of this Policy, instead of obtaining a refund you may apply to exchange your ticket, subject to the conditions set out in paragraphs (b) and (c) of this clause.
- (b) Tickets will be exchanged for a ticket of the same value (not necessarily the same seat) at another Match (or days play in the case of a Test Match) during the same cricket season, subject to availability, and only for the same venue at which the original match was scheduled to be played.
- (c) If an exchange is not possible, you may apply for a refund instead (as set out in clause 4(b) and (c) or, if tickets of a higher value are available, you may pay the difference between the specific refund available under this Refund Policy and the value of a ticket of that higher class.

**4. How do I apply for a refund or exchange my ticket?**

- (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, your monies will be automatically refunded (as per clause 2) to the credit card the ticket was purchased within a date that is approximately seven (7) 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 thirty (30) 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: GPO Box 762 MELBOURNE VIC 3001

Ticketek: GPO Box 1610 SYDNEY NSW 2001

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

***Exchanges***

- (e) If you purchased a ticket on the internet, over the phone or via mail booking and you wish to exchange a ticket in accordance with clause 3 you must do so by returning the original ticket to the ticket agency where it was purchased (or as otherwise instructed by Cricket Australia or the ticket agency) at a time that is no later than seven (7) days after the end of the Match in respect of which the exchange is sought. You should liaise directly with the ticket agency to determine whether an exchange is possible in the circumstances.

- (f) If you purchased a ticket at a ticket outlet or at the gate of the venue and you wish to exchange a ticket in accordance with clause 3, you must present the original ticket to the ticket agency where it was purchased (or as otherwise instructed by Cricket Australia or the ticket agency) at a time that is no later than thirty (30) days after the end of the Match in respect of which the refund is sought. You should liaise directly with the ticket agency to determine whether an exchange is possible in the circumstances.