



CRICKET AUSTRALIA

2008 Commonwealth Bank Series TICKET REFUND POLICY

1. **Application of Ticket Refund Policy**

This Ticket Refund Policy only applies in respect of One-Day International Matches scheduled to be played in Darwin as part of Cricket Australia's 2008 Commonwealth Bank Series (**Matches**).

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

Subject to clause 4 of this Ticket 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.

- (a) If you purchased a ticket to see a 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(f) if less than ten (10) overs were played during the whole Match and there was no result recorded in the Match.
- (b) If you purchased a ticket to see a 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.
- (c) In no other circumstances shall a refund be payable.

For purpose 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).

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 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), (c) and (d) or, if tickets of a higher value are available, you may pay the difference between the value of your original ticket (namely, the specific refund available under this Ticket 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 Ticket Refund Policy, ticket agency means Darwin Entertainment Centre and ticket outlet means a place at which tickets can be purchased in person other than at gate at the 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 either:

- (i) present the original ticket at Darwin Entertainment Centre Box Office (93 Mitchell Street, Darwin), or as otherwise instructed by Cricket Australia or its representatives; or

- (ii) mail the ticket and your contact details to:
Darwin Entertainment Centre
GPO Box 1993
DARWIN NT 0801

within thirty (30) days of the Match in respect of which the refund is sought.

- (d) Refunds will not be available at the Venue of the Match.
- (e) Refunds will not be available at Darwin Entertainment Centre until five business days after the scheduled conclusion of the Match.
- (f) In all States/Territories refunds will be subject to a two dollar and fifty cent (\$2.50) administration charge (the "Administration Fee").

Exchanges

- (g) If 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 two (2) 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.