



CRICKET AUSTRALIA

2009-10 TICKET REFUND POLICY FORD RANGER CUP

1. Application of Refund Policy

- (a) This Refund Policy only applies in respect of Ford Ranger Cup One-Day Matches scheduled to be played as part of Cricket Australia's official Interstate cricket season in 2009-10 (the *Matches*).

2. When will you be eligible for a refund?

- (a) 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.

Ford Ranger Cup One-Day Match

- (i) 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(e) below) if less than ten (10) overs were played during the whole Match and there was no result recorded in the Match.
- (ii) 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 (as defined in clause 4(e) below) 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.

For the purpose of paragraphs (a)(i) and (a)(ii) 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 (but excluding the Ford Ranger Cup Final) 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 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, and ticket outlet means a place at which tickets can be purchased in person other than at the venue on Match day.

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 with which 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 venue on Match day, you must send your ticket to the ticket agency from which you purchased the ticket (or as otherwise instructed by the State Association 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

- (d) 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 the venue on Match day, you must present your ticket at the venue office advised by State Association personnel on the day. Depending on your method of payment, you will receive a cash refund (less the Administration Fee) or the purchase price (less the Administration Fee) will be refunded back onto the credit card with which your ticket was purchased (if payment was made via this method).
- (e) In all States refunds will be subject to a two dollar and fifty cent (\$2.50) administration charge per ticket (the **Administration Fee**).

Exchanges

- (f) 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 the State Association 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.

- (g) If you purchased a ticket at a ticket outlet 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 the State Association 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 exchange is sought. You should liaise directly with the ticket agency to determine whether an exchange is possible in the circumstances.
- (h) If you purchased a ticket at the venue on Match day and wish to exchange a ticket in accordance with clause 3, you must present the original ticket at the venue office advised by State Association personnel on the day.