

## **TASTING AUSTRALIA – TICKET REFUND POLICY**

Please read this Ticket Refund Policy carefully before purchasing a ticket. By purchasing a ticket to any Tasting Australia event (“Event”), you agree to be bound by the terms of this Tasting Australia - Ticket Refund Policy and any additional terms and conditions set out by the South Australian Tourism Commission (“SATC”) at the point of sale.

### **NO REFUNDS**

Unless otherwise specified within these terms and conditions, all tickets purchased to Tasting Australia events are non-refundable and are not available for exchange to other Events or sessions.

### **RESCHEDULING OR SIGNIFICANT CHANGES PRIOR TO EVENT**

You have a right to a refund if the Event to which you purchased a Ticket is rescheduled or significantly relocated (meaning that the nature of the experience and/or geographical location of the Event is fundamentally altered by the change of Venue) prior to the Event.

If the Event is rescheduled or significantly relocated, SATC will make reasonable endeavours to notify you in writing as soon as practicable. Your contact details are generally obtained at the point of sale for this purpose.

If you are unable or unwilling to attend the rescheduled/relocated Event, you should apply for a refund in a timely manner. Where possible, you should apply for a refund from SATC not more than fourteen (14) days after SATC notifies you in writing of the rescheduled date, and in any event before the rescheduled Event takes place.

If you attend the rescheduled Event, or do not contact Tasting Australia prior to the Event, you are not entitled to a refund. No refunds will be issued at the time of, or after the rescheduled Event takes place.

### **CANCELLATION PRIOR TO EVENT**

You have a right to a refund if the Event to which you purchased a Ticket is cancelled prior to the Event.

If the Event is cancelled, SATC will make reasonable endeavours to notify you in writing as soon as practicable. Your contact details are generally obtained at the point of sale for this purpose.

If you paid for your Tickets by credit card, the value of the Tickets will be automatically credited back to your card. If you purchased your Tickets by cash, voucher, expired/cancelled credit card or other non-traceable means, you will need to apply for a refund from SATC in a timely manner with all requested information and direct deposit details.

## **CANCELLATION OR RESCHEDULING DURING EVENT**

Occasionally, events are cancelled for unforeseen circumstances that arise during the Event, leaving the Event incomplete. Sometimes such events are rescheduled, but often this is not possible. In these circumstances, you may be entitled to a full or partial refund or credit or a replacement Ticket to the Event at another time.

Your right to a refund or exchange and the extent of the refund depends upon what is reasonable in the circumstances including the nature of the Event and the proportion of the Event completed.

If a substantial proportion of the Event is completed then, depending on the circumstances, it may be reasonable for SATC to determine that a refund or exchange is not warranted. SATC's decision in respect of a cancellation or rescheduling during event is final and will be exercised at its absolute discretion.

## **AMOUNT OF REFUND**

When you are eligible for a refund, the refund will cover the price of the Ticket only and strictly excludes charges such as transaction fees, booking fees, and credit card surcharges. Further, it does not cover costs imposed by external suppliers that you were not obliged to incur but chose to incur, such as registered or express post fees, courier charges or insurance.

Unless required by law, SATC will not reimburse you for auxiliary expenses incurred by you in connection with your attendance or non-attendance at the Event, including a cancelled, rescheduled or relocated Event. Auxiliary expenses include, but are not limited to, the cost of travel, car-parking and accommodation.

## **RECIPIENT OF REFUND**

Any refund in accordance with this policy will be paid to the original Ticket purchaser.

You are not entitled to a refund if your Ticket was free or complimentary.

## **REQUEST FOR REFUND**

To verify the authenticity of any refund claim, your original Ticket and/or proof of purchase may be requested. When making a request for refund as per the conditions stated above, you should identify yourself by the same name and address you used at the time you purchased the Ticket.

Refunds must be requested no more than 60 days after the relevant event date.

## **AUTHORISED SELLER**

The SATC is the only authorised seller of Event tickets, unless it has entered into a partnership arrangement with a third-party who will facilitate ticket sales. In that event, SATC will notify customers of the official reseller at the point of sale. Any enquiries as to validity of a seller can be made at the contact details below.

SATC will not, for any reason whatsoever, provide refunds where a customer has purchased a ticket to the Event from an unauthorised reseller.

## **AUSTRALIAN CONSUMER LAW**

The Australian Consumer Law provides consumers with automatic guarantees in relation to most goods or services supplied by a person during trade or business. These “Consumer Guarantees” cannot be excluded or varied by any agreement between the consumer and the supplier. Detailed information about the Consumer Guarantees can be found on the ACCC’s website at <https://www.accc.gov.au/Consumers/Consumer-rights-guarantees>.

The Consumer Guarantees apply in addition to and despite any other refund rights set out on this page.

## **CONTACT DETAILS**

All Tasting Australia ticketing enquiries should be directed to [Tastingaustralia@sa.gov.au](mailto:Tastingaustralia@sa.gov.au).