EVENT CANCELLATION/ POSTPONEMENT/ SIGNIFICANT CHANGE

INFORMATION SHEET

Leap Event Technology Event Cancellation Policy

Occasionally, events are cancelled or postponed by the EVENT ORGANISER due to weather conditions or situations affecting the staff or audience. When this occurs, the EVENT ORGANISER will make every effort to ensure ticket buyers receive a prompt refund and/or exchange if applicable.

If an event is cancelled or postponed, refunds will be determined by the EVENT ORGANISER. To find out about the refund availability and process:

- Ticket buyers will be notified by email; or
- Ticket buyers can review notices posted on the EVENT ORGANISER's website or contact the EVENT ORGANISER via the email address supplied on the EVENT ORGANISER's Leap Event Technology listing.
- If the event was moved or rescheduled, the EVENT ORGANISER may set refund limitations. Contact the EVENT ORGANISER for exact instructions.
- If a refund has been confirmed by Leap Event Technology then the following refund method applies:
    - If ticket buyers booked online or by phone using a credit card, Leap Event Technology will automatically refund to the credit card used for purchase within 14 days of notifying you that a refund for this event applies.
    - If ticket buyers booked in an authorised Leap Event Technology retail outlet, ticket buyers will need to return to the same outlet they purchased from and present their Leap Event Technology receipt to obtain a full refund within 90 days of the event cancellation. Ticket buyers will be asked to sign for your refund. If ticket buyers are genuinely unable to return to the store for a refund, please contact support@Leap Event Technology.com.au providing details of the event and point of purchase and any other information as reasonably required to allow Leap Event Technology to arrange a refund. Note that any refunds conducted through this method will take significantly longer than refunds conducted through the retail outlet.
    - If ticket holders purchased the ticket(s) independently of the Leap Event Technology platform, Leap Event Technology will be unable to action a refund. Ticket holders will need to return the tickets directly to the place where they purchased the tickets.

EVENT ORGANISER OBLIGATIONS

Leap Event Technology adheres to the Ticketing Code of Practice as outlined in the **Live Performance Act Australia**

Live Performance Australia outlines the conditions where consumers are entitled to refunds. Consumers have an automatic rights to refunds if and event is:

- Cancelled;
- Re-scheduled and the ticket buyer cannot or does not wish to attend the rescheduled event; or
- Significantly relocated
- Significant line up changes

Ticket holders who purchased tickets from an unauthorised third party do not have an automatic right to a refund from the authorised Ticketing Provider.

The Live Performance Australia Code of Conduct is a voluntary Code of Practice. It operates as a best practice guide for the Australian Live Performance Industry. Though voluntary, ticket buyers are protected by Consumer Laws and Government agencies that provide information and tools to ensure fair practice.

Remedies/ Liabilities

In the event of a cancellation, postponement, or relocation where refunds are issued, ticket buyers will receive a **full refund (ticket value plus booking fees**). Under the Leap Event Technology Seller Agreement and Leap Event Technology Terms of Service, event organisers remain liable for booking fees unless they have used the waiver functionality to clearly communicate any specific terms regarding the refund of booking fees at the time of sale. For further details, please refer to the Leap Event Technology Terms of Service.

In addition to offering refunds, sellers may also offer customers;

- **Exchange to a different Event** – A Ticket, valued at or above the price of the original Ticket, to a different Event presented by the same Presenter.

Timeframe for offering remedies

- 8 weeks or more between the date of announcement and the new event date/ relocated event date
    - **Minimum of 4 weeks** for customers to accept the remedy (Apply for a refund or exchange)
- Less than 8 weeks between the date of announcement and the new event date/ relocated event date.
    - **Minimum of the midpoint** between the date of announcements and the new event date/ relocated event date.

- For example, if the date of the announcement of the rescheduled/relocated Event is made 6 weeks prior to the date, 3 weeks will be the minimum timeframe to offer remedies.

COMMUNICATION

It is **paramount** that sellers communicate immediately to Leap Event Technology any changes to events that involve.

- Cancellations
- Rescheduled
- Significantly relocated
- Significant line up changes

Contact Leap Event Technology at clients@leapevent.tech and we will advise you of the next steps.

POSTPONEMENTS

If an event is postponed and the new event date is not known yet. Sellers and Leap Event Technology needs to;

- **Within 1 month**
  - Inform customers of proposed date (i.e. month and year) of the rescheduled Event,
  - Inform customers of remedies that will be available, how and when Consumers may access those remedies, and the estimated timeframe for confirming details about the rescheduled Event and remedies.
- **Within 6 months**
  - *If arrangements to reschedule the Event cannot be made within a reasonable timeframe (preferably within 6 months of the original Event date), Sellers should consider cancelling the Event in order to provide certainty to Consumers. This needs to include*
    - ***Th**e rescheduled Event date or relocation details and other applicable details – i.e. date, time, location, and where applicable any other major changes to the Event that are known at the time; and*
    - *A clear explanation of the Consumer's options – e.g. either to attend the rescheduled or relocated Event or to receive a refund; and*
    - *The process for requesting a refund, including **cut-off** date for refund requests and the consequences for failing to request a refund by the **cut-off** date (i.e. they will not be entitled to a refund*

unless under the Ticket Terms and Conditions or required by law); and

- *What Consumers need to do if they wish to attend the rescheduled or relocated Event – e.g. whether they need to do anything or whether they need to confirm that they wish to attend the rescheduled or relocated Event; and*
- *Whether the original Ticket will be valid for the new date or a new Ticket will be issued.*

BUYER COMMUNICATION

Leap Event Technology will work with event organisers to formulate a communication plan based on event conditions. Leap Event Technology will be able to provide the following support to ensure ticket buyers receive the required information.

- Leap Event Technology Internal Email System
- Leap Event Technology SMS Alert (SMS costs apply)
- Leap Event Technology Website Updates
- Void tickets
- Process refunds

In addition, Leap Event Technology recommends that information be updated on the following platforms:

- Event Website
- Facebook Page
- Facebook Event Page
- Other Social Media Platforms