

### **Club Sapphire Entertainment Tickets Refund Policy**

1. If you opted in for refund protection through Sticky Tickets 'Secure My Refund' at the time of purchase and are/were unable to attend an event due to unforeseen circumstances, you can apply for a refund via Secure My Refund directly through Sticky Tickets. [Click here for instructions](#);
2. No refunds for events that have started or completed for tickets purchased through offline sales from the Club's Reception or through Sticky Tickets.
3. Refunds will be automatically provided for cancelled events for all online sales, less booking fee, credit card fee and cancellation fee if applicable.
  - Sticky Tickets will retain a cancellation fee of 1.5% of the ticket value in the case of a refund. This fee covers the bank's non-refundable merchant fees and administration costs.
  - Refunds will be provided for cancelled events for all Sticky Tickets sales or offline sales purchased through the Club's Reception. Club Sapphire Reception Staff will contact purchasers for refund details.
4. For tickets purchased through Sticky Tickets, refunds may be provided if the event is postponed, less 1.5% of the gross ticket value, provided the request is lodged through "My Tickets" page on Sticky Tickets website within 14 days of postponement of the event.
  - For tickets purchased offline through the Club's Reception or online through Sticky Tickets, refunds will be provided if the event is postponed less booking fee and credit card fees provided the request is lodged through the Club within 14 days of postponement of the event.
5. When submitting a request for a refund, please advise:
  - a) For Sticky Tickets, your **Ticket order number** (this should start with "ST" followed by a series of numbers, located at the top of your receipt)
  - b) The basis for your seeking a refund
  - c) Any other information and supporting documentation to support your claim for a refund.
6. Sticky Tickets will notify Club Sapphire of a refund request which Club Sapphire will respond to within 7 days.