

## REFUND POLICY

### **Refunds**

Please choose your ticket(s) carefully. In accordance with Live Performance Australia's Code of Practice for Event Ticketing, event management does not offer refunds for the reasons outlined below:

- Inability to attend the event
- Change of mind
- Severe weather
- Late attendance
- Changes to the line-up and/or casting
- Refused entry or eviction from the event
- Event dissatisfaction
- Fear of exposure to COVID-19
- Pace Live has the right but is not obliged to offer discretionary refunds for extenuating circumstances relating to health or personal reasons. Supporting documentation, such as a medical certificate, may be requested. Refunds include the value of the tickets only.

### **Refund exceptions:**

- Where a patron cannot attend as they are self-isolating awaiting the result of a COVID-19 test. Requests can be made by emailing [info@atasteofirelandshow.com](mailto:info@atasteofirelandshow.com) Proof that a test has been taken must be provided and submitted between 24 hours and 4 hours before the event to be eligible for a refund. If a patron has contracted COVID, with supporting documentation a refund will be granted.
- In the unlikely case that A Taste of Ireland is cancelled or rescheduled every effort will be made to reschedule the event, whereby the ticket holder will have the opportunity to hold onto their ticket, or can receive a refund the value of their tickets. For full Australian ticketing codes of practice, please visit [www.liveperformance.com.au](http://www.liveperformance.com.au)