



SPECTATOR REFUND POLICY FOR SYDNEY DRAGWAY EVENTS

1. Purpose

The purpose of this policy is to:

- Describe what defines a spectator
- To inform spectators of their responsibilities when requesting a refund

2. Definition

The definition of a **spectator** for the purpose of this policy:

Anyone **spectating** the activities during the event.

E.g. General Admission: Adult, General Admission: Concession, General Admission: 12-16, Trackside

View 16+, Show & Shine Entrants.

3. Spectator Pre-Purchased Tickets

Spectators who have pre-purchased their ticket have until **5pm AEST** the **evening before the commencement of the event** to email the Sydney Dragway office (info@sydneydragway.com.au). Refunds will be considered on a case-by-case basis by Sydney Dragway Management. Any refunds can take up to 2-5 business days to be processed.

4. Weather Cancellations

If the event is cancelled before the 1st session of the track activity has commenced, Spectator tickets will automatically be rolled over to the next equivalent event.

If the Spectator is unable to attend the designated equivalent event, Spectators are required to contact the Sydney Dragway office via email (info@sydneydragway.com.au) **by 5pm AEST** the evening before the commencement of the equivalent event.

5. Rejected Trackside View Entry

If the spectator has been refused entry to the Trackside Viewing area due to non-compliance, refunds will be considered on a case-by-case basis by Sydney Dragway Management. No refunds will be given to spectators on the day. It is the responsibility of the spectator to email the Sydney Dragway office (info@sydneydragway.com.au) within 3 business days of the close of the event. Any mitigating circumstances must be supported with evidence. NOTE: If any refund is made, it will be for amount of the price difference between General Admission and Track Side Viewing.

6. On The Day Spectator Tickets

If the spectator has purchased a ticket on the day of the event, refunds will be considered on a case-by-case basis by Sydney Dragway Management. No refunds will be given to spectators on the day. It is the responsibility of the spectator to email the Sydney Dragway office (info@sydneydragway.com.au) within 3 business days of the close of the event. Spectators must provide proof of purchase (i.e. Card statement, receipt and/or thermal ticket). Any mitigating circumstances must be supported with evidence.

PLEASE NOTE: Any refunds given will be completed less any ticketing fees.

For all refunds from externally run events, please contact the third-party event promoter directly.