



COMPETITOR REFUND POLICY FOR SYDNEY DRAGWAY EVENTS

1. Purpose

The purpose of this policy is to:

- Describe what defines a competitor
- To inform competitors of their responsibilities when requesting a refund

2. Definition

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

Anyone **actively participating** in **on-track** activities during the event.

E.g. Drivers/riders, passengers, burnout competitors and crew members.

3. Competitor Pre-Entries

Competitors 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

For Sydney Dragway Competition Events:

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

If the competitor is unable to compete at the designated equivalent event. Competitors 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.

For Sydney Dragway Race 4 Real Events:

If the event is cancelled, any competitors who have completed **1 pass or more** will **not** be eligible for a refund or a rollover for their entry.

Competitors who have not completed **ANY** passes will receive a credit to the next equivalent event. If the competitor is unable to compete at the designated equivalent event. Competitors 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 Competitor Entries

If the competitor entry has been refused due to non-compliance, refunds will be considered on a case-by-case basis by Sydney Dragway Management. No refunds will be given to competitors on the day. It is the responsibility of the competitor 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.

6. On The Day Competitor Entries

If the competitor has purchased a ticket on the day of the event and has not completed **ANY** runs, refunds will be considered on a case-by-case basis by Sydney Dragway Management. No refunds will be given to competitors on the day. It is the responsibility of the competitor to email the Sydney Dragway office (info@sydneydragway.com.au) within 3 business days of the close of the event. Competitors 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.