

ACC Men's T20 Asia Cup 2022

Ticket Refund Policy

PURPOSE

1. This Ticket Refund Policy applies in respect of all Matches at the ACC Men's T20 Asia Cup 2022.
2. This Ticket Refund Policy sets out the circumstances in which a Ticket Purchaser ("you") may be eligible for a ticket refund (or part thereof).

ELIGIBILITY FOR REFUNDS

3. You will be eligible for a refund in the following circumstances:
 - a. If a match is canceled for any reason before the toss has taken place, a 100% refund is claimable.
 - b. If a match is rescheduled to a different date and/or venue, a 100% refund is claimable. If a match is rescheduled to a different date at the same venue, your original ticket will not be valid for the rescheduled date, but you will be entitled to swap your original ticket for a ticket to the rescheduled match.
 - c. If you are unable to attend a match as a result of a change in the biosecurity requirements (for example government regulations requiring matches being played with no spectators or with spectator numbers being further restricted from the original capacity), a 100% refund can be claimed.

CONDITIONS OF REFUND

4. A Ticket will not be refunded, and you will not be entitled to any refund and/or compensation:
 - a. If a match is completed early;
 - b. If the ticket is lost, stolen, defaced or otherwise unused;
 - c. You experience a change in personal circumstances or a change in mind; or
 - d. If your entrance to a match is delayed, including but not limited to reasons of public transport, road closures, other means of transportation, security inspections and/or other external factors.
 - e. If the ticket has not been purchased directly through the official ticketing portal.
5. There shall be no refund of any fees or charges paid in addition to the face value of the ticket (for example, any foreign exchange charges) except where required by applicable local laws. No interest or costs will be payable in respect of any monies refunded.
6. The organiser will not be liable for any associated costs, expenses or loss due to a match being rescheduled, postponed or cancelled (including, without limitation, any indirect and/or consequential loss, such as for travel to the Venue or any accommodation costs).
7. Any refund(s) will be paid in UAE Dirhams.

8. Where one of paragraphs 3 to 6 of this Ticket Refund Policy applies, only the original Ticket Purchaser will be entitled to a refund. If the details of the Ticket Purchaser provided with any refund application do not match the details of the Ticket Purchaser held in relation to the original purchase of the Ticket(s), no refund will be paid.
9. No refund(s) will be payable in relation to any ticket(s) which, for whatever reason, were provided free of charge.
10. No refunds will be payable if you or any ticket holder is refused entry to, or removed from, a venue as a result of a breach of the ticket Terms & Conditions, including for reason of refusal of search at entry.
11. The organisers shall bear no responsibility for charges incurred by you from your bank (or any other third-party charges).
12. The organisers reserve the right to make amendments to this Ticket Refund Policy from time to time at their sole discretion and without notice. All refunds will be determined in accordance with the Ticket Refund Policy in place at the time of your purchase.

OBTAINING A REFUND

13. Refunds should be requested by emailing helpcenter@platinumlist.net and copy to ticketing@emiratescricket.com quoting the transaction number, ticket numbers, email address, full name, and telephone number of the purchaser.

REFUNDS FOR HOSPITALITY TICKETS

14. In addition to the provisions of paragraphs 3 - 13 above, the following will apply:
 - a. If a match is cancelled prior to the toss having taken place, but the hospitality ticket has been validated (that is, used to enter the venue) a 50% refund will be applicable.
 - b. If the toss has taken place, no refund will be paid.