



Event Ticket Cancellation Policy for Small Events

1. Introduction This cancellation policy applies to small ticketed events organised in New Zealand (hereinafter referred to as "the Event"). This policy aims to inform consumers of their rights and obligations regarding ticket cancellations in compliance with relevant consumer laws in New Zealand.

2. Ticket Cancellation by the Organizer

2.1 In the event of unforeseen circumstances or reasons beyond the control of the organiser, such as natural disasters, government restrictions, or other force majeure events, the organiser reserves the right to cancel the Event.

2.2 In the event of cancellation by the organiser, all ticket holders will be entitled to a full refund of the ticket price. The organiser will make reasonable efforts to communicate the cancellation and initiate the refund process as soon as possible.

2.3 The organiser may also, at their discretion, offer alternative arrangements or reschedule the Event. If an alternative arrangement is provided and the ticket holder agrees to attend, the original ticket will remain valid. If the ticket holder cannot attend the alternative arrangement, they may request a refund within a specified timeframe.

3. Ticket Cancellation by the Ticket Holder

3.1 The ticket holder may request a cancellation of their ticket, subject to the terms and conditions set by the organiser during the ticket purchase.

3.2 The ticket holder must provide a written cancellation request to the organiser within a reasonable timeframe before the scheduled start time of the Event. The organiser may specify the acceptable modes of communication for cancellation requests.

3.3 If the cancellation request is received within the specified timeframe, the ticket holder may be eligible for a refund, subject to any applicable fees or conditions set by the organiser.

3.4 Refunds for ticket cancellations will be processed using the same payment method used for the original ticket purchase. The organiser will make reasonable efforts to process the refund promptly, but the exact timeframe may vary depending on factors such as payment processors or banking institutions.



4. Ticket Transfers and Exchanges

4.1 Tickets are generally non-transferable unless explicitly stated otherwise by the organiser.

4.2 Ticket exchanges may be considered on a case-by-case basis, subject to the organiser's discretion and any applicable terms and conditions.

5. Consumer Rights

5.1 This cancellation policy is intended to comply with relevant consumer laws in New Zealand, including but not limited to the Consumer Guarantees Act 1993 and the Fair Trading Act 1986.

5.2 Nothing in this policy seeks to limit or override the rights of consumers under the applicable laws.

6. **Modifications to the Policy** The organiser reserves the right to modify or update this cancellation policy as required, provided that such modifications comply with the applicable consumer laws in New Zealand.

7. **Contact Information** For any inquiries, concerns, or requests related to ticket cancellations, consumers can contact the organiser using the contact details provided during the ticket purchase process or through the official Event communication channels.