



# CIROS Ticket and Refund Policy

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**DATE: 2023-2024**



# Ticket Policy

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Regardless of whether the ticket had monetary value, the below regulations apply, unless stated otherwise.

A *'ticket'* refers to: a purchased ticket to an event which can be shown via a confirmation of purchase (receipt) or the ticket itself such as a QR code; an individual's details having been signed up to an event via an online form; or other similar ticketing methods.

The following rules apply:

- **Tickets are not transferable:**
  - If you are unable to attend the event, you may request a refund from the event organiser. Refunds will only be granted for valid reasons, as detailed in the refund policy.
- **Cancellation policy:**
  - If the event is cancelled or postponed, ticket holders will be refunded the full price of their ticket.
- **Age restrictions:**
  - Some events may have age restrictions. If you are unable to verify your age by showing a valid government ID you will not be admitted to the event, and your ticket will not be refunded.
- **Dress code:**
  - Some events may have a dress code. If a dress code is in place, you will be required to adhere to it. If you do not meet the dress code, you may be refused entry to the event.
- **Venue rules and regulations:**
  - The event can be held at a third-party venue. You will be required to follow the venue's rules and regulations.
- **Photography and recording policy:**
  - Photography is allowed for personal use, but recording is not allowed.
- **Liability waiver:**
  - The event organiser is not liable for any injuries or damages that occur at the event.
  - A participant must abide by the CIROS Code of Conduct. The participant is liable for any consequence due to behaviour that is clearly prohibited by the Code of Conduct.

If you have any questions about the ticket policy, please contact [info@cirosthague.com](mailto:info@cirosthague.com)



# Refund Policy

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The following policy applies for refund procedures regarding a ticket sold directly by CIROS, unless stated otherwise.

1. **Ticket Transfer:** Tickets purchased for CIROS events are non-transferable. The name on the ticket must match the attendee's identification.
  - a. Any attempts to transfer tickets without proper authorization will void the ticket.
2. **Refund Eligibility:** Refunds for event tickets will only be considered in specific scenarios, which include but are not limited to:
  - a. Event Cancellation: If the event is cancelled by CIROS due to unforeseen circumstances, participants will be eligible for a full refund of the ticket price.
  - b. Date or Venue Change: If the event date or venue is changed, and the attendee is unable to attend the rescheduled event, a refund may be issued upon request.
  - c. Unforeseen Circumstances: Refund requests may be considered on a case-by-case basis in exceptional circumstances, such as medical emergencies or other significant personal situations preventing attendance.
3. **Refund Request Procedure:**
  - a. To request a refund, participants must contact CIROS via email or other specified means and provide the following information:
    - i. Full Name of the Ticket Holder
    - ii. Ticket Order Number
    - iii. Reason for the Refund Request
  - b. Refund requests must be made **2 days before the event date** in the case of cancellation due to personal reasons, and maximum **3 days after the event date**, in the case of logistical changes or exceptional unforeseen circumstances. Late requests will not be considered.
4. **Processing Time:** Refunds will be processed within 5 working days after the approval of the request.
5. **Refund Method:** Refunds will be issued using the same payment method used for the ticket purchase. If the original payment method is no longer valid, CIROS will work with the ticket holder to arrange an alternative refund method.
6. **No-Show Policy:**
  - a. Participants who do not attend the event without requesting a refund will not be eligible for any form of compensation or refund.
7. **Event Postponement:**
  - a. If an event is postponed but not cancelled, purchased tickets will be valid for the rescheduled date. Refunds will only be available as per the conditions mentioned in point 2.
8. **Partial Refunds:** Partial refunds for partially attended events will not be granted.

**9. Event-Specific Policies:** For certain events, CIROS may have event-specific policies that will be communicated to ticket holders separately, and the above does not apply to these specific events.

By purchasing a ticket for a CIROS event, you agree to the terms and conditions outlined in this refund policy.

Please direct any refund requests or inquiries to [info@cirosthague.com](mailto:info@cirosthague.com) or the specified contact information.