

Event Refund Policy Outline

We understand that plans can change, and we strive to be fair and transparent with our refund policy. This policy outlines the terms under which refunds may be issued for tickets or registrations to our events.

Eligibility for Refunds

Refunds may be issued if the event is cancelled or significantly rescheduled by the organiser.

No refunds will be given for:

- Requests made after the event has occurred.
- No-shows (ticket holders who do not attend).
- Weather-related issues unless the event is officially cancelled.

Ticket Transfers

Tickets may be transferable to another person upon request. Transfer requests must be submitted 30 days before the event.

How to request a ticket transfer

Send an email to marketing.vic@ausdance.org.au including the following information:

- Full name
- Order number
- Name and email address of person in which ticket will be transferred

We will respond within 7 business days of receiving your request.

Event Cancellation or Postponement

If the event is cancelled, full refunds will be automatically issued to all ticket holders. If the event is postponed, tickets will automatically be valid for the rescheduled date. Refunds may be requested if you are unable to attend the new date.

How to request a refund

Send an email to marketing.vic@ausdance.org.au including the following information:

- Full name
- Order number
- Bank account for refund to be deposited into