

TASTING AUSTRALIA

Presented by JOURNEY BEYOND

SOUTH AUSTRALIA

TASTING AUSTRALIA – TICKET REFUND POLICY

Version 2 | 24 August 2026

Please read this Ticket Refund Policy carefully before purchasing a ticket or gift voucher. By purchasing a ticket or gift voucher for any Tasting Australia event (“**Event**”), you agree to be bound by the terms of this Tasting Australia - Ticket Refund Policy and any additional terms and conditions set out by the South Australian Tourism Commission (“**SATC**”) at the point of sale. This Ticket Refund Policy is subject to your rights under the Australian Consumer Law and any other applicable laws. Refunds will be issued in accordance with the conditions outlined below and where otherwise required by law.

REFUNDS, EXCHANGES AND CHANGE OF MIND

Subject to your rights under the Australian Consumer Law and any other applicable laws, and unless otherwise specified within these terms and conditions, all tickets purchased for Tasting Australia Events are final, non-refundable and are not available for exchange to other Events or sessions.

Refunds will not be issued in respect of:

- a. Change of mind;
- b. Failure to attend an Event;
- c. Lost, stolen or damaged tickets;
- d. Tickets purchased through an unauthorised reseller.

RESCHEDULING, SIGNIFICANT RELOCATION OR MATERIAL CHANGES PRIOR TO EVENT

You have a right to a refund if the Event to which you purchased a Ticket is rescheduled, significantly relocated or otherwise materially changed prior to the Event. For the purposes of this policy, an Event will be significantly relocated or otherwise materially changed where the nature of the advertised experience and/or geographical location of the Event is fundamentally altered.

If the Event is rescheduled, significantly relocated or otherwise materially changed, SATC will make reasonable endeavours to notify you in writing via email as soon as



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practicable. Your contact details are generally obtained at the point of sale for this purpose.

If you are unable or unwilling to attend the rescheduled, relocated or materially changed Event, you should apply to SATC in writing for a refund in a timely manner. Where possible, you should apply for a refund from SATC not more than fourteen (14) days after SATC notifies you in writing of the rescheduled date, relocation or material change, and in any event before the rescheduled, relocated or materially changed Event takes place.

Subject to your rights under the Australian Consumer Law and any other applicable laws, if you attend the rescheduled, relocated or materially changed Event, or fail to contact Tasting Australia prior to the Event, you may not be entitled to a refund. No refunds will be issued at the time of, or after, the rescheduled, relocated or materially changed Event takes place unless required by law.

CANCELLATION PRIOR TO EVENT

You have a right to a refund if the Event to which you purchased a Ticket is cancelled prior to the Event.

If the Event is cancelled, SATC will make reasonable endeavours to notify you in writing via email as soon as practicable. Your contact details are generally obtained at the point of sale for this purpose.

If you paid for your Tickets by credit card, the value of the Tickets will be credited back to the same card where reasonably practicable. If you purchased your Tickets by cash, an expired or cancelled credit card, or other non-traceable means, you will need to apply in writing for a refund from SATC in a timely manner and, where possible, no later than seven (7) days from the date SATC notifies you of the cancelled Event. Your refund request must include any information reasonably requested by SATC to verify your purchase and process the refund, including payment details reasonably required by SATC.

If you purchased a Ticket to an Event with a gift voucher, and that Event is cancelled, you may request a refund from SATC in writing. Unless otherwise required by law or applicable gift voucher terms, you will be provided with a replacement gift voucher of the same value or the original gift voucher will be credited with the value of the Ticket.



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CANCELLATION, RESCHEDULING OR MATERIAL CHANGES DURING AN EVENT

Occasionally, Events are cancelled, rescheduled or materially changed due to unforeseen circumstances that arise during the Event, leaving the Event incomplete. Sometimes such Events are rescheduled, but often this is not possible. In these circumstances, you may be entitled to a full or partial refund, credit or replacement Ticket to the Event at another time.

Your right to a refund or exchange and the extent of the refund depends upon what is reasonable in the circumstances, including the nature of the Event and the proportion of the Event completed.

If a substantial proportion of the Event is completed then, depending on the circumstances, it may be reasonable for SATC to determine that a refund, credit or exchange is not warranted. SATC will assess any refund, credit or replacement Ticket request reasonably, having regard to the circumstances and in accordance with applicable law.

AMOUNT OF REFUND

When you are eligible for a refund, the refund will cover the price of the Ticket only, unless SATC is required by law to refund or reimburse any other amount. Subject to your rights under the Australian Consumer Law and any other applicable laws, refunds do not include transaction fees, booking fees, credit card surcharges or costs imposed by external suppliers that you were not obliged to incur but chose to incur, such as registered or express post fees, courier charges or insurance.

Unless required by law, SATC will not reimburse you for auxiliary expenses incurred by you in connection with your attendance or non-attendance at the Event, including a cancelled, rescheduled or relocated Event. Auxiliary expenses include, but are not limited to, the cost of travel, car-parking and accommodation.

RECIPIENT OF REFUND

Any refund in accordance with this policy will be paid to the original Ticket purchaser.



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You are not entitled to a refund if your Ticket was free or complimentary.

REQUEST FOR REFUND

A request for a refund must be made in writing to SATC in a timely manner. Where possible, a refund request should be made no more than seven (7) days after the relevant Event date or, if SATC notifies you of a cancellation, rescheduling, significant relocation or material change before or after the Event date, no more than seven (7) days after the date of that notification.

To verify the authenticity of any refund claim, SATC may request your original Ticket, gift voucher and/or proof of purchase. When making a request for refund as per the conditions stated above, you should identify yourself by the same name and address you used at the time you purchased the Ticket or gift voucher.

The SATC will endeavour to respond to all requests within fourteen (14) days.

AUTHORISED SELLER

The SATC is the only authorised seller of Event tickets, unless it has entered into a partnership arrangement with a third-party who will facilitate ticket sales. In that event, SATC will notify customers of the official reseller at the point of sale. Any enquiries as to validity of a seller can be made at the contact details below.

AUSTRALIAN CONSUMER LAW

The Australian Consumer Law provides consumers with automatic guarantees in relation to most goods or services supplied by a person in trade or commerce. These “Consumer Guarantees” cannot be excluded or varied by any agreement between the consumer and the supplier. Detailed information about the Consumer Guarantees can be found on the ACCC’s website.

The Consumer Guarantees apply in addition to and despite any other refund rights set out on this page.

MODIFICATIONS TO POLICY

To the extent permitted by law, SATC may update or modify this policy from time to time. Any updates or modifications will be published on the Tasting Australia official website:



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<https://tastingaustralia.com.au/>. Such changes will take effect upon posting, unless otherwise specified, but will not affect any rights you have under the Australian Consumer Law or any other applicable laws in relation to Tickets purchased before the changes take effect.

CONTACT DETAILS

All Tasting Australia ticketing enquiries and refund requests should be directed to tastingaustralia@sa.gov.au.

