

TASTING AUSTRALIA – TICKET REFUND POLICY

Version 1 | 28 August 2025

Please read this Ticket Refund Policy carefully before purchasing a ticket or a gift voucher. By purchasing a ticket or a 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. Refunds will only be issued in accordance with the conditions outlined below.

NO REFUNDS

Unless otherwise specified within these terms and conditions, all tickets or gift vouchers 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 OR SIGNIFICANT CHANGES PRIOR TO EVENT

You have a right to a refund if the Event to which you purchased a Ticket is rescheduled or significantly relocated (meaning that the nature of the experience and/or geographical location of the Event is fundamentally altered by the change of Venue) prior to the Event.

If the Event is rescheduled or significantly relocated, 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 are unable or unwilling to attend the rescheduled/relocated 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, and in any event before the rescheduled Event takes place.

If you attend the rescheduled Event, or fail to contact Tasting Australia prior to the Event, you are not entitled to a refund. No refunds will be issued at the time of, or after the rescheduled Event takes place.

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 automatically credited back to the same card. If you purchased your Tickets by cash, expired/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 no later than seven (7) days from the date of the cancelled event, with all requested information, including new credit card details.

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. You will be provided with a replacement gift voucher of the same value or the original gift voucher will be credited the value of the ticket.

CANCELLATION OR RESCHEDULING DURING EVENT

Occasionally, events are cancelled for 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 or credit or a 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 or exchange is not warranted. SATC's decision in respect of a cancellation or rescheduling during event is final and will be exercised at its absolute discretion.

AMOUNT OF REFUND

When you are eligible for a refund, the refund will cover the price of the Ticket only and strictly excludes charges such as transaction fees, booking fees, and credit card surcharges. Further, it does not cover 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.

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 the SATC no more than seven (7) days after the relevant event date.

To verify the authenticity of any refund claim, your original Ticket/gift voucher and/or proof of purchase may be requested. 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/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 during trade or business. 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 at <https://www.accc.gov.au/Consumers/Consumer-rights-guarantees>.

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, the SATC reserves its right to update or modify this policy at any time without prior notice. Any updates or modifications will be published on the Tasting Australia official website: <https://tastingaustralia.com.au/> Such changes shall take effect upon posting, unless otherwise specified.

CONTACT DETAILS

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