

## **2026 Women's Australian Open Refund Policy for Ticket & Hospitality Holders**

1. Ticket Holders acknowledge that play during any day of a golf tournament may be delayed, interrupted, rescheduled, postponed or cancelled. Golf Australia will use reasonable efforts to communicate any such delays, interruptions, rescheduling, postponement or cancellation to Ticket Purchasers as soon as is reasonably practicable, including by posting relevant information on the Website. Tickets for named days of the Event may be exchanged for an alternative day at the discretion of Golf Australia or the Authorised Agent.
2. For General Admission Tickets,
  - a. if less than four (4) hours of play occurs on the relevant day, or play on any day is rescheduled, postponed or cancelled in its entirety, Golf Australia may provide the Ticket Holder the opportunity to exchange their ticket for a comparable ticket on another day during the event (if there is another day's play scheduled). If the ticket is not exchanged, the Ticket Holder will be provided with a refund for the amount paid for the relevant ticket.
  - b. If greater than four (4) hours of play occurs on the relevant day, then Golf Australia will not provide the ticket holder with a refund for the amount paid for the relevant ticket.

In calculating the number of hours of play on a particular day, each day will be considered to have commenced when play begins that day and will end when play finishes for the day, and the hours of play on the day shall be calculated cumulatively

3. For Hospitality Tickets,
  - a. if no play occurs or play occurs but spectators/partners are prohibited, the Ticket Purchaser will be refunded the amount paid for the hospitality package on the relevant day(s) less an amount for any third party costs incurred by or on behalf of Golf Australia in relation to the hospitality package (including, without limitation, food and beverage costs, employment and contractor costs and costs associated with establishment of relevant facilities.
  - b. irrespective of whether or not play occurs, if the hospitality facility is open and hospitality guests are granted access to their designated hospitality facility, no refund shall be provided.
4. Any refund will be processed by Golf Australia or the Official Ticketing Agent, depending on whom the Tickets were originally purchased from and shall be made via the payment method used to make the Ticket purchase or as otherwise authorised or facilitated by Golf Australia or the Official Ticketing Agent. Refunds will be actioned as promptly as possible. Refunds will only be made to the original ticket purchaser, not each Ticket Holder.

5. Any refund shall be limited to the face value of the Tickets purchased. This specifically excludes any applicable delivery charges, booking fees or other charges. There will be no refund of any other expenses incurred by any Ticket Holder in attending the Event and each Ticket Holder accepts that their own personal arrangements (e.g. for travel, accommodation, food and beverage (including hospitality) are entirely at the Ticket Holder's own risk.

Ticketek Terms and Conditions:

1. Ticketek does not offer refunds or exchanges as a result of a change in your personal circumstances or due to external factors such as, for example, adverse weather. Ticketek will only provide a refund or exchange a ticket **if an event is cancelled, rescheduled or significantly relocated by the Seller (and you cannot or do not wish to attend the rescheduled or relocated event)**, or to the extent otherwise required by law (including the Australian Consumer Law). If an event is cancelled, you do not need to apply for a refund as we will automatically attempt to process a refund back to the original payment method used to purchase the ticket. Otherwise, you must apply for a refund by the earlier of: (a) 4 weeks after notification of the reschedule or relocation; or (b) 72 hours prior to the event. If you do not request a refund by that date, you will have agreed to the reschedule or relocation and will not be entitled to claim a refund.
2. If an event is cancelled, rescheduled or significantly relocated by the Seller, all liability is limited to the amount for which the ticket was purchased (including any fees or charges unless otherwise notified at time of purchase). Proof of purchase may be required for any refund or exchange. Unless required by law (including the Australian Consumer Law), neither Ticketek nor the Seller will be liable for any other losses incurred by you as a result of the cancellation, rescheduling or relocation of an event, including any travel and accommodation expenses.