

Returns & Refunds

1. No tickets can be returned for a refund.
2. No tickets can be cancelled for a refund.
3. **Placing an order for Gold Coast 2018 Tickets and Packages is a firm and final order.** There can be no cancellation, returns or refunded provided if you change your mind and not wish to take delivery of your tickets in the future, or if your situation changes and you are no longer interested in attending the events.
4. If an event is cancelled by GOLDOC for any reason, the Gold Coast 2018 Terms and Conditions will be in place.
5. If a session is rescheduled by GOLDOC and you cannot attend, and GOLDOC do not offer any refund, there is no return or refund due to be paid by KSG.
6. If a session is cancelled by GOLDOC and they offer the opportunity for a refund, KSG will refund the face value of the ticket only (not including the agents fees, booking fees, or freight). This refund will only take place once GOLDOC make necessary payments back to KSG. In any situation that GOLDOC fail to refund KSG for cancelled sessions, no refund is due to be paid by KSG to any customer and we cannot be held liable for this refund as it is strictly controlled by GOLDOC.