

## Gold Coast 2018 Commonwealth Games Waitlist Program / Backorder Program

Version 1: 14<sup>th</sup> May 2017

Welcome to the Gold Coast 2018 Commonwealth Games and your ability to secure tickets and packages to the event. KSG is the exclusive Ticket Reseller residents, passport holders and corporate clients from the territories of our 28 territories as well as Malta, Cyprus and the EU / EEA. If you are not from these territories please refer to the Gold Coast 2018 website as to how you can secure tickets and packages to attend the Games.

Your best chance to secure the high demand tickets to the Games is via an inclusive package or one that you are able to create your own. In the situation, you wish to place an order for Event Tickets only, due to the quantity of territories we are managing, KSG will be running a waitlisted / backorder program.

KSG generally is able to achieve 90% of our allocation requests over the period of time leading to the Games through a system of agent exchanges, sponsor returns and further allocations issued by the Organising Committee for the Games as they start to understand seat assignment and venue capacity.

For the Gold Coast 2018 Commonwealth Games, KSG is running a backorder / waitlist program similar to the operation we have run in the past for other mega sporting events.

A **KSG backorder program** will run as follows

- After you place your order, KSG will advise what tickets are confirmed and what remains on waitlist / backorder.
- Tickets are then placed on waitlist with the Gold Coast Organising Committee where we are able to show them "genuine demand".
- This might involve sharing your personal details such as your name, address, email, phone etc. with the organisers in advance if requested by them.
- After you place an order, and we issue an invoice for confirmed tickets, this is due immediately.
- For any tickets that are waitlisted / backorder, a 50% deposit is due to secure the backorder.
- A backorder can be fulfilled by the Organising Committee anytime between now and 31<sup>st</sup> October 2017.
- A backorder cannot be cancelled by you until 1<sup>st</sup> November 2017, it will remain on backorder in the system until either fulfilment or a sold-out notice is issued from the Organising Committee.
- In the event that the ticket is fulfilled, the remaining 50% is due within 7 days of the KSG issued invoice.
- If payment is not completed within 7 days despite all attempts by KSG to reach you including phone and email, we reserve the right to cancel your request or allocate the tickets to another client.
- If we are unable to achieve your backorder by 31<sup>st</sup> October 2017, we can offer you a full refund on 1<sup>st</sup> November 2017 or you can use the funds to go towards another ticket or hotel purchase.
- Package clients (clients that book accommodation packages with tickets) where they have placed an order for a package that includes tickets on waitlist will receive **first priority** in a waitlisted / backorder program.

For more information please contact the KSG team on +61 2 9904 9225 or [info@kingdomsg.com](mailto:info@kingdomsg.com)