

## **Shipping & Deliveries**

1. For the Gold Coast 2018 Commonwealth Games, spectators order their tickets and packages in advance of the release of the event tickets by Gold Coast 2018 Organising Committee (GOLDOC).
2. Kingdom Sports Group (KSG) anticipates to courier all tickets to clients via a secure method with tracking. This includes but not limited to DHL / UPS / FedEx.
3. KSG will not ship event tickets via Airmail or Postage services.
4. Deliveries will need to have a signature to confirm receipt, so shipping to PO Boxes is not permitted.
5. As territorial exclusivities are in place for the Gold Coast 2018 Commonwealth Games, KSG will only ship to your original registered address. In the event you move or relocate, it is your responsible to update your new details in your account.
6. If you relocate to a country that is within our territorial rights, we will courier your event tickets to your new address.
7. If you relocate to a country that is not within our territorial rights, we are not required to automatically redirect the event tickets to you in this new country. You would need to collect in person at our Games Time HQ which will open 7 days before the Opening Ceremony and ensure you bring your necessary ID and proof of residency showing you had the rights to purchase at the time of placing your order. No refund will be issued for any client that cannot prove their original residency rights, and KSG has every right in which to cancel and resell where it is found that tickets might have been secured through fraudulent means.