



Event Insurance Protection Terms & Agreement

Purchasing this add-on allows you to receive a refund for the event if you can not attend the event due to the reasons stated below. Please note, without this protection we have a strict no-refund policy due to the nature of our events. This protection is provided by a 3rd party.

What will we refund with this protection?

We will refund the cost of your booking if you are unable to attend a booked event due to the following reasons:

- an injury, or an illness affecting you or a member of your immediate family which can be verified by a doctor's note.
- Unexpected disruption of the public transport network you could not have reasonably known about before the date of the booked event.
- death happening to you or any family member at any time before the booked event or a member of your immediate family within a 4 week period of the booked event
- The mechanical breakdown, accident, fire or theft en route of a private vehicle taking you to the booked event; jury service which you were unaware of at the time of the booking.
- Burglary or fire at your residence in the 48 hours immediately before the booked event that required the attendance of the emergency services
- You being summoned to appear at court proceedings as a witness which you were unaware of at the time of booking; you being a member of the armed forces and being posted overseas unexpectedly.

Adverse weather including snow, frost, fog or storm where the Police services or other Government agency have issued warnings not to travel. You must provide confirmation of relevant road closures from the Police or the relevant Government agency.

We will not provide a refund where:

- You cannot provide a doctor's report for injury or illness
- Your sole reason for not attending is due to another member of your group no longer being able to attend for any reason
- You have another event or baseball game