



Refund Terms and Conditions for Burger King Super Smash and Ford Trophy

1. Terms and Conditions

The following shall apply in the event a Ford Trophy or Burger King Super Smash match ("Match") is not completed.

A Ford Trophy Match is deemed to be completed if on the scheduled day a total of 50 overs are bowled, or a result is achieved in accordance with the Laws of Cricket.

A Burger King Super Smash Match will be deemed to be completed if a total of 15 overs are bowled or a result is achieved in accordance with the Laws of Cricket.

2. Substitute Matches/Refunds

If a Match is not completed (as described above), then tickets for that Match shall be valid for the following Match in that competition which is scheduled to take place at the same venue (including Finals). In such case, ticket holders should retain their Match tickets and swap them at the ticket office on the day of the following Match. In the event that the ticket for the non-completed Match is not exchanged for a ticket for following next Match, then the ticket shall be null and void.

New Zealand Cricket (NZC) or the relevant Major Association (as applicable) will refund the ticket price for a Match which is not completed if such Match is the last Match in the competition scheduled to be played in that venue in a particular season. The refund shall exclude any applicable venue and/or ticket levies or charges and shall be payable on a pro-rata basis as set out below.

Where a Match is scheduled to be played as part of a 'double header', entry to the first Match is included without additional charge. Therefore, no refund or replacement ticket will be provided on the basis that the first Match is not completed.

Refunds will be provided on the following basis:

Ford Trophy

Extent of Play	Refund Entitlement
Fewer than a total of twenty-five (25) overs are completed, without a result	100% refund
Between twenty-five (25) and forty-nine (49) overs in total are completed, without a result	50% refund
A total of fifty (50) or more overs are completed, without a result	No refund
A result is achieved (irrespective of the number of overs completed)	No refund

Burger King Super Smash

Extent of Play	Refund Entitlement
Fewer than a total of five (5) overs are completed, without a result	100% refund*
Between five (5) and fourteen (14) overs in total are completed, without a result	50% refund*
A total of fifteen (15) or more overs are completed, without a result	No refund
A result is achieved (irrespective of the number of overs completed)	No refund

3. Refund Process

See below for Matches played at Hagley Oval which are not ticketed by Ticketek. For all other Matches, in order to obtain a refund, email online@ticketek.co.nz with full ticket transaction and contact details. If the credit card you used to purchase has expired, please make a note of this in the email so a Ticketek representative can contact you for new details. If you purchased at a Ticketek agency using EFTPOS or cash then please provide bank details so Ticketek can refund you directly. Please do not provide credit card details in emails. Tickets must be received within 30 days of the date the Match was scheduled to be played.

If you would prefer to send your refund request by post, please send it to: Ticketek New Zealand Limited, PO Box 6334, Wellington.

Ticketek will endeavour to process refunds in accordance with the following timescales:

When entitled to a 100% refund, these will be processed within 10 business days.

When entitled to a partial refund, these will be processed within 15 business days.

Timing may vary with high volumes and will be communicated by Ticketek upon receipt of your request.

Any tickets received by Ticketek outside the period specified above will not be eligible for any refund and no responsibility will be accepted by Ticketek, NZC or the relevant Major Association in respect of such applications for refund.

For all matches played at Hagley Oval (other than those ticketed by Ticketek), requests for ticket refunds should be directed to support@ticketdirect.co.nz