REFUND POLICY TERMS AND CONDITIONS

Donations

Please ensure the amount you nominate ***is*** the amount you wish to donate. In the event of an incorrect amount being entered, the donation is made accidently or an extremely unusual circumstance, please email us immediately at [actpetcrisis@gmail.com](mailto:actpetcrisis@gmail.com). Due to the nature of charity donations, refunds are given at the discretion of our Committee. We will review requests and respond accordingly. We will consider refunds if

1. there was a proven system error with the processing of the donation or,
2. a duplicate donation was made in error

**PLEASE NOTE:** If a donation is refunded by ACT Pet Crisis Support, any associated tax receipt for that donation is void, and should be shredded and destroyed.

Events and Ticketing

The following terms and conditions are in place to protect and ensure all patrons enjoy the promoted event. Tickets entitle the patron / holder to attend the specified event at the date, time and location stated on the ticket. By purchasing a ticket the patron / holder agrees to the following:

1. It is the responsibility of the buyer to ensure that all details are correct at the time of purchase especially the event name, date, time and location. The ticket may not be exchanged, refunded or returned except in accordance with Australian consumer Law.
2. Tickets purchased from third party resale sites may not gain you entry to an event, as we cannot guarantee that the ticket/s will be valid
3. We reserved the right to vary advertised events and add, withdraw or substitute artists, stallholders and content as necessary.
4. The recording of an event using any device is prohibited unless otherwise advised.
5. Ticket prices are correct at time publication but are subject to change without notice at the discretion of the ACT Pet Crisis Support Committee.
6. Single ticket prices may be dynamically adjusted, without notice, dependent upon market demand.

The above terms and conditions are consistent with [Australian Consumer Law](https://consumerlaw.gov.au/) . We reserved the right to vary these terms and conditions and updates may be available via our website [actpetcrisis.com](http://www.actpetcrisis.com/)

Merchandise

In addition to your rights under [Australian Consumer Law](https://consumerlaw.gov.au/), if you are not satisfied with your purchased product, we are happy to exchange it for a new one or refund the purchase price. Please [contact us](mailto:actpetcrisis@gmail.com) to arrange a refund/exchange. You will be required to pay return postage if you are unable to return your purchase to a nominated address by our committee.