

You are entitled to cancel your tickets on the condition that they have not yet been used to attend the event. This cancellation may be done at any time prior to the day before the date of the event by sending a refund request to [refunds@skyroomlive.com](mailto:refunds@skyroomlive.com)

It is important to note that in certain instances, your money may have been already paid from Skyroomlive to the event organizer. This means that the event organizer and not Skyroomlive will pay refunds. Delayed payment by the organizer is outside of Skyroomlive's control as Skyroomlive cannot be responsible for money it does not have

Although you are entitled to cancel your tickets, you may be liable for cancellation charges as determined either by Skyroomlive or by the Event Organiser. The following cancellation charges may apply:

## **Cancellation less than 7 days before the event**

A 75% cancellation fee will apply

## **Cancellation less than 30 days before event**

A 50% cancellation fee will apply

## **Cancellation more than 30 days before the event**

A 25% cancellation fee will apply.

## **Cancellation after the event**

No cancellation requests will be considered after the event

## **Special considerations**

In the event that you can provide us with documentary proof that the person in whose name the ticket was booked will not be able to attend the event because of his/her death or incapacity, we will not levy a cancellation fee on that person's ticket.

It falls exclusively in the domain of Event Organisers to refuse admission to events, alter the program line-up or postpone/cancel

events in certain circumstances. In each of these instances, the Event Organiser may offer a full, partial refund or exchange of tickets and & takes no responsibility in respect of that process. Any refund will be at the discretion of the organiser and depending on the circumstance may deduct booking fees or reasonable costs incurred to date. No refund will apply if you are refused admission to the event because you fail to qualify for attendance. If an event is cancelled or postponed, and depending on the circumstances listed above, Skyroomlive or the Event Organiser will provide a notice on the Event Organiser's website or contact you to inform you of the relevant refund or exchange procedures for that event. Refunds shall be issued using the same method of payment that was used to purchase the tickets. If a credit card was used to make the purchase, then only that credit card will receive the credit for the refund.