



01 March 2022

2022 PRIDE IN SPORT AWARDS

TICKET OPTIONS FREQUENTLY ASKED QUESTIONS & CANCELLATION POLICY

General Questions

What is the current square metre rule for events and what happens if restrictions change?

As of the 18th of February, all density limits for venues have been removed, which allows us to host this event at full capacity.

If restrictions are changed reducing venue capacities, the Pride in Sport team will ensure tickets are fairly distributed amongst all persons/organisations who would like to attend in person, which may result in some tickets being reverted to livestream tickets.

Should it be the case that the Pride in Sport team need to convert your in person tickets to livestream tickets, you will be provided with a choice of a refund of the difference in cost or elect for the difference in portion of the ticket to act as a donation to Pride in Sport, in which you will receive a tax-deductible receipt. These options are only provided if Pride in Sport need to amend your ticket, not if you are unable to attend.

Pride in Sport cannot guarantee that your ticket will not be affected should restrictions come into effect.

We appreciate your cooperation and understanding in these unprecedented times.

What happens if I have purchased an in-person ticket and closer to the day border restrictions come into effect, and I'm unable to fly to Melbourne?

If you have purchased an in-person ticket and are no longer able to attend due to border restrictions, we will happily convert your in-person ticket to a livestream ticket. The difference in cost will act as a donation to Pride Inclusion Programs, in which you will receive a tax-deductible receipt for that portion of the ticket.

This request must be received in writing and sent to Michelle Blom, mblom@acon.org.au

Can I cancel my ticket if I change my mind?

There are no refunds or amendments to tickets if you decide not to attend. Any changes to tickets will only be applicable if border restrictions and/or Government regulations have come into effect after you have purchased a ticket.



PRIDE
INCLUSION
PROGRAMS

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I would like to purchase a livestream ticket, however if restrictions change and I am able to attend in-person, would I be able to change my ticket?

If you have purchased a livestream ticket and then closer to the event would like to attend in-person, we may be able to convert your livestream ticket to an in-person ticket. This will depend on whether there are any tickets available, and you will also be charged the difference in ticket price.

To do this, please email Michelle Blom, mblom@acon.org.au no later than the 8th of April. Any requests after this date, will not be accepted.