



CAULFIELD

Melbourne Racing Club

Event Ticket Refund and Exchange Policy

The Conditions of Attendance provide the circumstances under which refunds or exchanges will be offered by Melbourne Racing Club (**MRC**) to purchasers of tickets (**you**) to any event including without limitation enclosures and luncheons. MRC has set out the following information in further detail to ensure that you are able to understand easily the policy in relation to refunds and exchanges.

1. If all Races scheduled for a particular day (**Race Day**) as defined in the Conditions of Attendance are cancelled, abandoned or postponed, due to adverse weather conditions or for any other causes, prior to the advertised time for the opening of gates for admission to the Course, you will be offered a refund in full of the purchase price of any ticket packages or general admission tickets purchased in relation to each of these days, less the cost of any booking fees applicable in the case of tickets purchased through MRC's ticketing agency, or, if the Event is rescheduled, the option of an admission ticket of the same (or a lower) face value to the rescheduled Event.
2. If some Races scheduled for a particular Race Day at either Caulfield or Sandown Racecourses (the **Course**) are held but, prior to the running of the feature race:
 - i. all remaining Races for that day are cancelled for any reason, including due to safety reasons; AND
 - ii. as a result you are required by the MRC or other officials to promptly leave the Course and are not entitled to return to the Course on that day

MRC will procure that the Ticket Seller refunds, or where MRC is the Ticket Seller MRC will refund, to the holder of an admission ticket a pro-rata proportion of that admission ticket's full face value (excluding any third party administrative charges) calculated by reference to the number of horse races scheduled to be run at the Course on that day which were not run due to the cancellation.

3. You must keep a record of the printed number of each ticket. Should tickets be lost or stolen prior to the day, MRC will replace the lost tickets on supply of the printed number of the lost ticket and client identification. In the event the ticket number cannot be supplied to MRC, a replacement cost will be incurred.
4. You must make arrangements to collect replacement tickets from MRC prior to the event.
5. MRC will not accept responsibility for tickets lost or misplaced by Australia Post registered mail.
6. MRC will refuse entry on presentation of photocopied tickets.

What happens if I believe I have special circumstances?

In addition to the above, if you believe you have a valid enquiry in relation to a request for a refund or exchange, please write to Melbourne Racing Club Customers Service, P.O Box 231 Caulfield East VIC 3145 to have your request considered on an individual basis. We will confirm if a refund or exchange is available.

In the event that the above policy has not otherwise dealt with the matter appropriately, we naturally are committed to complying with all laws. This means that if you are entitled to a refund or exchange under the Trade practices Act (1974) (Cth), Fair Trading Act 1999 (Vic) or any other legislation for any reason, we will ensure that you receive it.

How do I find out about changes to dates, venues or start times of a session?

All brochures, guides, schedule and tickets are published or printed with the most up to date information available at the time but are subject to change without notice. MRC will use its best endeavours to ensure that all changes are published on the official MRC website at www.melbournracingclub.net.au.



MELBOURNE
RACING CLUB

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