

## **Refund Policy**

Ground Matters will only refund tickets if the event is canceled or postponed to a date more than 90 days following the original dates, or if you are prevented from attending for any of the following reasons if provided with evidence:

- Illness / Injury (including Covid-19)
- Pre-existing Medical Condition
- Pregnancy Complication
- Death of Immediate Family
- Public Transport Failure
- Flight disruption
- Vehicular Breakdown
- Adverse Weather
- Home Emergency
- Theft of Documents
- Jury Service
- Court Summons
- Armed Forces & Emergency Services Recall
- Relocated for Work
- Changes to Examination Dates

In the event of cancellation, Ground Matters will automatically process your refund within five (5) business days. Refund requests will not be accepted within 90 hours of the event start time.