

## **Ticket Protection Refund Information**

The Ticket Protection will refund the cost of your booking, or portion of your booking (with appropriate proof of the reason for requesting the refund), if you or a member of your party for whom you booked tickets are unable to attend a booked event due to:

- death, accident, or illness (including the symptoms that accompany a normal pregnancy); or an unexpected surgery of a member of your immediate family or any person(s) in the group due to attend the booked event with you. (A doctor's report is required for accident, surgery or illness);
- the mechanical breakdown, accident, fire or theft of a private vehicle while on route to taking you or member of your group to the booked event;
- jury service which you or member of your group were unaware of at the time of the booking;
- burglary or fire at your residence or member of your group residence in the 48 hours immediately before the booked event requiring attendance of the emergency services;
- being summoned to appear at court proceedings as a witness or jury duty which you were unaware of at the time of booking;
- being a member of the armed forces and being posted overseas unexpectedly

Please note that the Ticket Protection does not guarantee to provide for any claim, loss, liability, cost, expense or refund of whatever nature directly or indirectly arising out of, contributed to/by, or resulting from coronavirus disease (COVID-19), severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), or any mutation or variation, or any actual or perceived fear or threat thereof.

If you feel that you fall into any of these categories, then please send us some proof/confirmation documents/emails to support your request to [info@mgel.com](mailto:info@mgel.com).

If you cannot attend due to other personal reasons, then the options are for you to sell/give your tickets to someone else, or you can request to have your tickets transferred for use in 2022 (a re-booking fee will be required).

Thank you very much.