

EMJAZZ Online Box Office (From October 2015)

Refund Policy

- (i) In the event of cancellation of an EMJAZZ or EMJAZZ member event, we will endeavour to inform all ticket purchasers for that event as soon as is possible. Either reimbursement of the ticket price will be made in full, or the payment will be transferred in full to another EMJAZZ event, as preferred by the purchaser. No liability will be accepted beyond the actual price paid for the ticket through the EMJAZZ box office, nor for any consequential loss.
- (ii) Tickets sold through the EMJAZZ box office are non-refundable, subject to condition (i).
- (iii) Tickets sold through the EMJAZZ box office are only transferable with written consent from EMJAZZ.
- (iv) Subject to condition (i), tickets cannot be exchanged once purchased.

Your statutory rights are not affected.

Force Majeure

EMJAZZ shall not be liable for refund of tickets costs nor any booking fees, or for any other penalty should the event be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

Changes to this policy

Changes to this policy will be appear on our website, and be available to view at the point of purchase.