

Tiket Mastas Terms and Conditions of Sale

Last updated October 29, 2018

Tiket Mastas is a brand and division of Moore Business Systems (PNG) Limited and provides ticketing services, including the sale and distribution of tickets, as agent for the venue, promoter or person responsible for holding the relevant event (the "Seller"). In providing these services, Tiket Mastas owns and operates tiketmastas.com.pg (the "Site").

Please read these Terms and Conditions carefully before purchasing a ticket. By purchasing a ticket from Tiket Mastas, you agree to be bound by these Terms and Conditions. These Terms and Conditions relate both to the sale of tickets and attendance at events. These Terms and Conditions apply to any ticketholder whether or not the ticket was purchased, gifted, or provided free of charge ("you").

Variation to Terms and Conditions

Tiket Mastas may vary these Terms and Conditions at any time by updating them. Any variations will only apply to ticket purchases made after these Terms and Conditions have been updated.

Additional Seller Terms and Conditions

Each ticket is also sold subject to any additional terms and conditions of the Seller for the particular event ("Seller's Terms"). The Seller's Terms may be disclosed as part of the event information on the site or at Tiket Mastas sales outlets at the time of purchase. The Seller's Terms are also available from Tiket Mastas on request.

General Terms and Conditions

Tiket Mastas acts as agent for the Seller in the sale of all tickets. As such, except as specified in these Terms and Conditions, all claims in connection with tickets or events are the responsibility of the Seller and, except to the extent that may be required by law.

Refunds, exchanges and replacements

1. Tiket Mastas will only offer a refund or exchange of a ticket if an event is cancelled, rescheduled or significantly relocated by the Seller (and you cannot or do not wish to attend the rescheduled or relocated event). You must apply for a refund within 4 weeks of the Seller announcing a cancellation or change. Tiket Mastas does not offer refunds or exchanges as a result of a change in your personal circumstances.
2. If an event is cancelled, rescheduled or significantly relocated by the Seller, all liability is limited to the amount for which the ticket was purchased (including any fees or charges). Proof of purchase may be required for any refund or exchange. Neither Tiket Mastas nor the Seller will be liable for any other losses incurred by you as a result of the cancellation, rescheduling or relocation of an event, including any travel and accommodation expenses.
3. Tiket Mastas will only replace lost, stolen, damaged or destroyed tickets if the authenticity of the ticket can be verified, including proof of purchase and identity can be verified without any doubt whatsoever, and if you give reasonable notice before the event. Tiket Mastas may charge a reasonable fee for the replacement of tickets. Tiket Mastas will not replace tickets where seating is unallocated (general admission tickets) and/or when proof of purchase cannot be verified. All tickets should be treated like cash, and losing your ticket is like losing cash which is never refundable nor replaceable.
4. Lost, stolen or damaged season or special membership cards for venues may only be replaced when proof of ownership of the membership can be verified by Tiket Mastas. If the claim is verified, the lost, stolen or damaged card will be cancelled rendering it useless and a new card will be issued.
5. Claims for refunds, exchanges or replacements must be made in person at a Tiket Mastas box office during box office opening hours. Enquiries can be made to info@tiketmastas.com.pg or by calling 321 0000 during business hours asking for the Tiket Mastas administrator.

Variations to performances or events

6. The Seller reserves the right to add, withdraw, reschedule or substitute artists, teams, games and/or vary advertised programs, prices, venues, seating arrangements (including ticket categories) and audience capacity.

Conditions of entry

7. Admission to an event is subject to the Seller's Terms. In particular, the following form part of the Seller's terms unless otherwise specified:

- (a) You may be denied entry into, or removed from, an event where the Seller has reasonable grounds to do so, including if you breach these Terms and Conditions or the Seller's Terms, or you are intoxicated, under the influence of illicit drugs, chewing or spitting buai (betelnut), inappropriately dressed, or adversely affecting the enjoyment of the event by others.
- (b) If you arrive late, you may not be admitted if the venue management or event organiser deems it disruptive to proceedings or inconvenient to do so.
- (c) You may not be permitted to take into the event, alcohol, items for sale at the venue, weapons of any kind. Containers of food or drink for your own consumption will also be refused at most venues.
- (d) You may be required to submit to a search of your person and/or possessions before entering the event.

Authenticity and validity of tickets

8. Entry to an event may be refused if the authenticity or validity of a ticket is questionable, including because the ticket has been damaged or defaced in any way, or has not been purchased from Tiket Mastas or other authorised points of sale.

Resale of tickets & scalping

9. Tickets may not, without the prior written consent of Tiket Mastas and the Seller, be resold or offered for resale at a premium (including via on-line auction or other unauthorised resale sites) or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services. If a ticket is sold or used in breach of this condition, the ticket may be cancelled without a refund and the ticketholder may be refused admission. Where possible Tiket Mastas and/or the Seller will take all reasonable steps to notify you of Tiket Mastas intention to cancel the ticket or render it invalid within a reasonable time before cancelling it or rendering it invalid.

SCALPING WARNING: The resale of tickets above the advertised sale value may attract criminal penalties.

Collection and delivery of tickets purchased online, and or use of "print at home" tickets.

10. You must allow adequate time for collection or delivery of tickets. Methods of collection and/or delivery will be available when choosing your collection/delivery details. In the interests of minimising ticket scalping, Tiket Mastas may change your delivery method to "venue collect" at its discretion.
11. You can use your "Print at Home" ticket as a valid ticket for entry to the event, however you must be sure the print is clear and on white paper. Colour printing is not necessary for a "Print at Home" ticket to be valid. If your "Print at Home" ticket will not scan at the gate, you must take it to the venue Box Office to be checked, verified as authentic, and if so re-ticketed.
12. Where concessions are applicable, suitable and valid identification must be provided for collection of tickets and at the event.

Limitations on number of tickets purchased

13. When purchasing tickets for a particular event you may be limited to a specified number of tickets. If you exceed the stated ticket limit, you may have any or all of your orders and tickets cancelled without notice by Tiket Mastas at its discretion. This includes orders associated with the same name, e-mail address, billing address, credit card number or other information. Ticket limits apply to ensure fair access to tickets for fans, and as a measure to minimise ticket scalping.

Errors

14. While Tiket Mastas takes all reasonable care to ensure that tickets are correctly priced and only available for sale when intended, sometimes errors may occur. Tiket Mastas may cancel an order made as a result of any such error, although in the case of a pricing error Tiket Mastas will endeavour to contact you to give you the option of purchasing the ticket at the correct price.

For information regarding ticketing of live entertainment and sporting events, or to obtain a copy of the Code of Practice for Event Ticketing contact Tiket Mastas or refer to www.tiketmastas.com.pg

Tiket Mastas Online Terms of Use and Privacy Policy

The Site Terms of Use and the Tiket Mastas Privacy Policy are incorporated into these Terms and Conditions and apply to all sales through the Tiket Mastas Site.

Tiket Mastas "Privacy Policy" can be also viewed or downloaded from our website www.tiketmastas.com.pg

The term "including" when used in these Terms and Conditions is not a term of limitation.