

Your Details:

Booking Reference:		Refund Guarantee No:	ITR
Ticket Platform:	Webtickets	Contact Number:	
Person Submitting:		Email Address:	
Ongoing Contact Person:		Date of request:	

Ticket Details Requesting Refund/s on:

Ticket Number /s						
Event Name /s						
Cost of Ticket /s						
Category (see below)						

Category 1:	Incapacity of the Ticket Holder(s) to attend a ticketed event due to their own or immediate family's Death, Accidental Bodily Injury or illness first commencing post booking and prior to the Ticketed Event.
Supporting documents needed:	Accident report / Hospital or Clinical Report / Doctors note / Dated receipt of self-medication / Death Certificate of the deceased.

Category 2:	Adverse weather conditions* that make it physically impossible for a Ticket Holder(s) to attend the ticketed event at the specified venue but does not result in the Ticketed Event being Cancelled, Abandoned, Postponed, Curtailed or Relocated.
Supporting documents needed:	*Adverse weather conditions as defined in this category, refers to extreme weather conditions that are dangerous, life-threatening and might cause damage to the infrastructure or disrupt normal day-to-day activities. These conditions are limited to alert levels 5 to 10 weather warnings according to the South African Weather Service warnings matrix. Time-stamped photographic proof of adverse weather conditions preventing attendance OR official weather warning notice of alert levels 5 to 10 from the South African Weather Service

Category 3:	Travel Delay due to either a (1) delay or cancellation of flight, (2) the theft of Ticket Holder's vehicle, or (3) the mechanical failure of, or accidental damage to the transport in which the Ticket Holder(s) is travelling to the Ticketed Event and/or collecting their tickets from either the Venue or a designated collection point.
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Supporting documents needed:	Mechanic's report or relevant invoice or photographic evidence in the event of minor damage preventing the ability to travel but not requiring a mechanic. / Accident report / Police Report / Confirmation from relevant Air Carrier or Agents/ Verified news report and timestamped screenshot of unavailability of e-hailing services
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Category 4:	The unavoidable requirement for the Ticket Holder(s) to remain at home or place of business due to serious damage to the Ticket Holder(s) Home or Place of Business caused by fire, aircraft, explosion, storm, flood, subsidence, earthquake, falling trees, burst pipes, lightning, malicious persons or theft.
Supporting documents needed:	Time-stamped photographic evidence of serious damage to their home or Place of Business.

Category 5:	The Ticket Holder(s) being summoned to appear at Court Proceedings or as a witness where the witness summons was first received by the Ticket Holder(s) after the date of Booking.
Supporting documents needed:	Official summons letter.

Category 6:	The Ticket Holder's inability to attend a Ticketed event due to either being unexpectedly required by their employer, outside the ordinary scope of their work to conduct business affairs on the day of the Ticketed event or due to their employer's unexpected change of business address. The refund is subject to the Ticket Holder being made aware of the unexpected change post their booking of the Ticketed event.
Supporting documents needed:	Letter on company letterhead from the Ticket Holder's employer confirming unexpected circumstances resulting in the abnormal and unusual requirement of the Ticket Holder to conduct business affairs on the day of the Ticketed event.

Category 7:	The Ticket Holder(s) being unexpectedly called in for duty as a First Responder to attend a major accident or emergency in order to provide aid or relief. First Responder means a Ticket Holder whose job entails being the first on the scene of an emergency, such as a firefighter, healthcare practitioner, disaster relief services, or a member of the defence force or police services, whether the job is voluntary or otherwise.
Supporting documents needed:	Confirmation letter on a company letterhead from the Ticket Holder's employer or organization.

Category 8:	The Ticket Holder(s) inability to attend a Ticketed Event due to unexpectedly being retrenched by their employer with whom they have been permanently employed for an uninterrupted period of 2 years, but not due to voluntary retrenchment or disciplinary action. otherwise. The ticket holder has to be notified of their retrenchment after purchasing the ticket/s for the ticketed event and not after the ticketed event has commenced.
Supporting documents needed:	Confirmation letter on a company letterhead from the Ticket Holder's employer of retrenchment and years of employment.

Category 9:	The Ticket Holder(s) inability to attend a Ticketed Event which is now postponed, after the ticket holder's Booking was made. The ticket holder's inability to attend should be due solely to a pre-existing engagement that the Ticket Holder(s) has committed to attending prior to the date of the first announcement of the postponement.
Supporting documents needed:	Proof of the Ticketed Event being postponed and additional evidence of the invite being received by the Ticket Holder prior to the first announcement of the postponement of the Ticketed Event. (screenshots are required to show the date the message or invite was received).
Category 10:	The Ticket Holder(s) inability to attend a Ticketed Event due to a change of dates for education examinations conducted by an education institution such as a school, college or university where the Ticket Holder is registered. New examination dates should be on the date of the Ticketed Event but not more the 7 days after the event.
Supporting documents needed:	Confirmation letter on the letterhead of the educational institution advising of the change in examination dates.
Category 11:	The Ticket Holder(s) inability to attend a Ticketed Event due to theft of their physical ticket, where the booking agent is unable to provide a replacement ticket to the Ticket Holder(s).
Supporting documents needed:	Police affidavit and case number or an email from the booking agent that they cannot replace the tickets.

Bank Details (for payment of approved refund)

Account Holder:		Bank:	
Account Number:		Account Type:	
Branch Code:			

Declaration

You are submitting this refund request on the basis that you could not attend the event you purchased your ticket for via the Webtickets platform.

You declare that you did not sell the ticket in conjunction with submitting this claim.

Signature: _____

Date: _____