



Please note:

- 1) Your ticket is only refundable if you elected the refundable option when you purchased the ticket/s on the Gospel Tickets website.
- 2) If an event is **canceled**, the event organiser will handle refunds (if applicable) in line with the terms of the Gospel Tickets platform.
[Read the terms of the platform here.](#)
- 3) This form is only for your attendance being impacted for an event happening by the 8 categories listed below.

REFUND GUARANTEE REQUEST FORM

Your Details:

Booking Reference		Contact number - mobile	
Ticketing Platform	Gospel Tickets	Refund Guarantee No.	TRG
Person submitting		Email address	
Ongoing contact person for this claim		Date of notification	

Ticket Details Requesting Refund/s on:

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

Refund Categories:

- 1) Incapacity of the Ticket Holder(s) through their own Death, Accidental Bodily Injury or Illness first commencing post Booking and prior to the Ticketed Event.
- 2) Adverse Weather preventing attendance at the Venue which entirely prevents the Ticket Holder from attending the Ticketed Event but does not result in the Ticketed Event being Cancelled, Abandoned, Postponed, Curtailed or Relocated.
- 3) Travel Delay due to either 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.
- 4) Death of a member of the Ticket Holder's Immediate Family which occurs within 30 days prior to the Ticketed Event.
- 5) The unavoidable requirement for the Ticket Holder(s) to remain at Home due to serious damage to the Ticket Holder(s) Home or Place of Business caused by fire, aircraft, explosion, Terrorism Act, Civil Unrest, storm, flood, subsidence, earthquake, falling trees, burst pipes, lightning, malicious persons or theft.
- 6) 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.
- 7) Work Relocation by the Ticket Holder's employer or being posted overseas unexpectedly after the date of Booking
- 8) The Ticket Holder(s) inability to attend a Ticketed Event which is Postponed after the date the insured Booking was made due solely to a Prior Engagement of the Ticket Holder(s), provided such Prior Engagement was existing prior to the date of the first announcement of the Postponement.

Supporting Documents Required

The following documents are needed from you in order to support this refund submission:

Category 1) Accident report / Case Number / Hospital Report / Doctors Note / Death Certificate.

Category 2) Time stamped photographic proof of adverse weather conditions preventing attendance attendance of the event..
OR official news report or advice of weather conditions prohibiting attendance.

Category 3) Mechanic's report / invoice OR photographic evidence if no mechanic needed but prevented transport.

Category 4) Death Certificate of the deceased.

Category 5) Photographic Evidence of Home or Place of Business OR Insurance claim report.

Category 6) Official Summons letter.

Category 7) Official notice by the Ticket Holder's company.

Category 8) Proof of event invite (invite / Whatsapp messages, etc)

In addition for all categories: Proof of bank account verifying details below:

Bank Details (for payment of approved refund)

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

Declaration

Please confirm the following:

You are submitting this refund request on the basis that you could not attend the event you purchased your ticket for via the Gospel Tickets platform. You declare that you did not sell the ticket in conjunction with submitting this claim.

Yes, I confirm

Signature

Date: