

# Terms and Conditions of Sale

## General Sales Conditions

1. All tickets sold by **Ice Age Event Management Sdn. Bhd.** (IceAge) are as an agent on behalf of the Event Organizer (“ORGANIZER”) and/or Venue Management/Owner (“Venue Owner). Promoter and/or Venue Owner are responsible for the Event.
2. Any complaints regarding the Event will be directed to and dealt with by the ORGANIZER and/or Venue Owner.
3. No exchange or cancellation of tickets will be made under any circumstances and tickets are not transferable.
4. No refund on tickets will be made under any circumstances except pursuant to conditions under Event Cancellation or Postponement.
5. Lost or damaged ticket(s) will not be entertained.
6. IceAge, Venue Owner and ORGANIZER are not obliged to re-issue, exchange or compensate any damaged tickets. Any damage to the tickets may result in ticket holder not being allowed to enter the stadium or venue and IceAge, Venue Owner and ORGANIZER will not be responsible.
7. No third party collection allowed unless Authorization Letter, photocopy of the credit card that made the payment and credit card holder's NRIC/passport is issued by the Purchaser and presented to IceAge upon ticket collection. Failing to produce any of these document, IceAge reserved the rights of not releasing the ticket(s).
8. The resale of tickets at the same or any price in excess of the initial purchase price is prohibited. IceAge reserves the right to cancel tickets that have not been purchased from IceAge or other authorized points of sale.
9. Ticket buyers are responsible to take note of any entry conditions or restrictions imposed on infants in arms, children without tickets or any minimum children admission age.
10. The ORGANIZER/Venue Owner may use the ticket holder's image or likeness in any live or recorded video display, photograph or picture.
11. No photography, audio or video recording is allowed during the event unless otherwise stated by the ORGANIZER.

12. The Ticket Holder agrees to submit to any search for any prohibited items including but not limited to weapons, controlled, dangerous and illegal substances and recording devices
13. The ORGANIZER may add, withdraw or substitute artistes and/or vary advertised programmes, Event times, seating arrangements and audience capacity without prior notice.
14. The ORGANIZER/Venue Owner may postpone, cancel, interrupt or stop the Event due to adverse weather, dangerous situations, or any other causes beyond his reasonable control.
15. The ticket holder shall undertake all risks and dangers which the ticket holder may face while attending the event. The ticket holder accepts that there are risks on the way to, and outside of or within the stadium or venue. The risks may include change in weather, the distance to and from the public transport stations or parking area and the stadium or venue, the situation on surface or underground, collision with on-site personnel or other ticket holders. The ticket holder hereby clearly states that he will undertake all these risks or dangers. The ticket holder will further undertake all risks of loss of properties in the stadium. Therefore the ticket holder agrees to release IceAge, Venue Owner, ORGANIZER, event performers/players and their respective agents and employees from any liability, regardless of whether injury or loss occurs before, during or after the Event.

### **Event Cancellation or Postponement**

1. If an event is postponed or cancelled, a Postponement Publicity Notice or a Cancellation Publicity Notice (collectively, the "Notices" or individually, a "Notice") respectively shall be placed in the media by the Promoter or its PR Representatives. Any refund made by IceAge shall only be made out of sums held by IceAge for the ORGANIZER as authorized by the prior written agreement of the ORGANIZER. The amount of refund will be made on a pro-rated basis ("Pro-rated Amount") in accordance with the amount of the said sums held by IceAge and the price paid by the ticket holder for the ticket. IceAge shall not be liable to make a refund beyond the Pro-rated Amount under any circumstances.
2. IceAge shall not be liable and under no obligation to make any refund at all in the Event that the ORGANIZER did not pay in advance the said sums to IceAge.
3. The Notices shall advise procedures for requesting a refund and the period and time within which the ticket holder could request a refund.
4. Refund will not be entertained if a request for a refund is made after the given period from the date of a Notice. Such unrefunded sums shall be dealt with at IceAge's sole discretion.

5. In the event of cancellation, all tickets purchased using credit cards shall automatically be refunded to the credit cards with which the tickets were purchased. If such credit cards are no longer valid, no automatic refunds will be made and condition below shall apply. (Refund amount based on clause #1)
  
6. Tickets purchased using payments other than credit cards shall be refunded by cheque and refunds will have to be made at the Ice Age Event Main Office located at 12A, Lorong Meranti Indah 1, Taman Meranti Indah, Bagan Ajam 13000 Butterworth, Penang, Malaysia. during our office operating hours (09:30a.m. – 06:00p.m.). Ticket Holder is required to contact Ice Age Event through phone number + 604-332 1023 / +6010-384 1023 or email [admin2@iceage.com.my](mailto:admin2@iceage.com.my) to make the refund request in advance. A relevant form will be provided to the Ticket Holder to fill up. Ice Age will take at least 3-5 working days to check the data before doing the refund process upon receiving the request form. Ticket Holders will have to produce the full stub of the original tickets in good condition to claim refunds. Ticket Holder shall submit a front photocopy NRIC to facilitate the cheque issuance. (Refund amount based on clause #1)
  
7. The Ticketing Fee, The Internet Fee, The Handling Fee and The Additional Overseas Courier Charges (Subject to shipment address and type of event) are not refundable.