

**BETWAY SA20**  
**ABBREVIATED TICKET TERMS AND CONDITIONS**

1. THESE CONDITIONS GOVERN ALL TICKETS AND ADMISSION TO ANY VENUE FOR A MATCH. A TICKET HOLDER SHALL, BY USING A TICKET, BE DEEMED TO HAVE BEEN MADE AWARE OF, AND TO HAVE ACCEPTED AND BE BOUND BY THE CONDITIONS. DEFINED TERMS USED BELOW SHALL HAVE THE MEANINGS GIVEN IN THE CONDITIONS.
2. The Conditions incorporate the Venue Regulations and the Ticket Refund Policy.
3. Tickets must not be:
  - 3.1 offered publicly (other than through the Official Resale Platform) for sale;
  - 3.2 offered, transferred or used in the course of any business or otherwise for commercial gain; or
  - 3.3 offered, transferred or used in relation to any promotional purpose, as a prize or otherwise bundled with any other goods or services (including as part of any hospitality or travel package), in each case without the prior written authorisation of Africa Cricket Development Proprietary Limited (SA20).
4. SA20, and/or any Authorised Person may refuse admission to or eject from the Venue without refund a Ticket Holder who, in their reasonable opinion:
  - 4.1 does not produce a valid Ticket upon request;
  - 4.2 seeks to use, or produces for inspection upon request, an otherwise valid Ticket for a category of persons to which the Ticket Holder does not belong (i.e. attempts to or enters the Venue on a 'scholar', 'pensioner' or 'under 6's' Ticket, but cannot prove that they belong to such category of person);
  - 4.3 is in breach of any of the Conditions;
  - 4.4 fails to comply with instructions from any Authorised Person, police, steward or other security officer;
  - 4.5 enters any area within the Venue where he/she is not permitted (including the playing field); and/or
  - 4.6 is in possession of a Prohibited Item (see paragraph 7 below).
5. The Ticket Holder shall not engage in any form of Ambush Marketing and shall not conduct any activity that conflicts with, infringes upon or impairs the rights of any official sponsor, official supplier, broadcaster, licensee and/or any other party which has been granted a commercial association with the SA20, the Tournament and/or the Teams from time to time (Commercial Partner).
6. The Ticket Holder shall not be entitled to conduct, carry out or cause to be conducted or carried out any promotions, advertising, marketing or other commercial activity in or around the Venue, unless the same has been expressly authorised in writing in advance

by SA20 (the Ticket Holder may be asked to deliver up a copy of any such authorisation upon entry to or at any time whilst within the Venue).

7. Prohibited Items include:
  - 7.1 metal cans and glass bottles (other than purchased or provided in the Venue);
  - 7.2 fireworks, weapons, firearms, flares and any other items considered dangerous;
  - 7.3 banners, signs or other items, objects or clothing displaying political, religious, offensive or race-related messages; and
  - 7.4 without limiting the generality thereof, any other dangerous article or substance not referred to above, or any item or substance being worn or carried which in the reasonable opinion of SA20 and/or any Authorised Person, may be considered to be offensive, disruptive, dangerous or likely to infringe any party's rights or any party's safety or security.
8. Ticket Holders may be searched (including a search of the Ticket Holder's bags, clothes and other possessions) by or on behalf of SA20, and/or any Authorised Person prior to entry into or at any time within the Venue for the purpose of monitoring and enforcing compliance with the Conditions (including locating and removing any Prohibited Items). Should the Ticket Holder refuse to be searched, the Ticket Holder may be refused admission to and/or ejected from the Venue without refund or compensation.
9. It shall be a breach of the Conditions for any Ticket Holder to engage in any conduct (whether through the use of language, gestures or otherwise) which is likely to offend, insult, humiliate, intimidate, threaten, disparage or vilify any reasonable person (including, without limitation, any player, umpire, referee, Authorised Person or other spectator) on the basis of their race, sex, gender, sexual orientation, age, religion, disability, culture, marital status, colour, descent, pregnancy status, nationality or ethnic origin. Such action will not be tolerated and is likely to result in ejection from the Venue, the imposition of other sanctions, such as being banned from the Venue in the future and possible further action including criminal prosecution.
10. A valid Ticket permits the Ticket Holder admission to the Venue and to view the Match to which it relates from the seat or area specified on the Ticket. SA20 reserves the right at its reasonable discretion to make alterations to the time, date and/or venue of any Match and/or to substitute the seat or area indicated on the Ticket with another position.
11. No alcohol may be brought into a Venue.
12. No smoking is allowed in the Venue other than in designated areas.
13. Ticket Holders shall not conduct, carry out or cause to be conducted or carried out any form of illegal and/or unauthorised betting or gambling whatsoever within the Venue (including, to avoid doubt, facilitating the conduct of any form of betting or gambling, whether inside or outside the Venue, by transmitting from within the Venue, by any method, details of a match or any element of a match to a third party).

14. Ticket Holders consent without compensation to the recording of their voice, image and likeness captured by any means whilst present at or about a Venue, and agree to the transmission and use in perpetuity of such material by SA20, its Commercial Partners and any licensee or assignee of SA20.
15. The Ticket Holder irrevocably and unconditionally consents to the collection, use and insertion into a database by or on behalf of SA20 of personal information provided by the Ticket Purchaser and any other Ticket Holder in accordance with applicable data protection laws for the purposes of implementation of these Conditions, including for administration, communication, enforcement and access control purposes. SA20 may share such personal information with the Teams Venue and other parties as set out in the [Privacy Policy](#) and as may be generally and reasonably required for the proper and efficient staging of the Tournament and to give effect to any of its rights in terms of these Conditions. The [Privacy Policy](#) details how SA20 use and disclose personal information, how a Ticket Holder can access and/or correct his/her personal information and how a Ticket Holder can make a complaint about SA20's or the Team's use or disclosure of personal information.
16. The Ticket Holder acknowledges that his/her presence at the Venue is at his/her own risk and that, to the maximum extent permitted by applicable local law, none of SA20, the Venue, or any Team, Authorised Persons or Official Ticketing Agents are liable for any loss, damage or harm however arising from the Match and/or Tournament and his/her attendance at the Venue.

#### **TICKET REFUND POLICY**

17. All Matches are organised and staged in accordance with the Cricket South Africa's regulations, applicable laws, Government guidance in force from time to time and approvals from the relevant Local Authority. No guarantee can be given by SA20 that any Match will take place at a particular time or on a particular date, that spectators will be permitted to enter the Venue for any Match in any particular numbers, that capacities may not be reduced after Tickets have been sold, or that any Match will take place at all. All information about times and dates of Matches is kept as up-to-date as possible but should be taken as a guide only and SA20 reserves the right (acting reasonably) to reschedule any Match at any time, without notice and, subject to paragraph 19 below, without any liability whatsoever.
18. We take all reasonable care to ensure that the prices shown in advance are correct at the time when the relevant information was entered onto the system, but they are not always accurate and should be taken as a guide only.
19. In the event of postponement of a Match:
  - 19.1 a Ticket Holder with a valid Ticket will be entitled to:
    - 19.1.1 a full refund less any reasonable administration fee provided they comply with the process set out at paragraph 23; or

19.1.2 where applicable, to receive the equivalent ticket for the subsequent rescheduled Match via such application procedure as SA20 stipulates.

19.2 Ticket Holders with a Complimentary and/or Suite Ticket will be entitled only to attend the rescheduled Match and not to a refund.

20. In the event of cancellation of a Match, or a decision being made (whether by SA20 or any third party) that a Match must be played with reduced (or further reduced) capacity or without spectators, an impacted Ticket Holder will be entitled to a full refund less any reasonable administration fee, provided they comply with the process set out at paragraph 23.
21. In the event of abandonment of a Match after the spectators have been admitted to the Venue but before 7 (seven) full overs of the Match have been bowled, Match Tickets used by the spectators for entry to the abandoned Match shall remain valid for admission to the rescheduled Match (if any). In the event of abandonment of a Match after the spectators have been admitted to the Venue and after 7 (seven) full overs of the Match have been bowled, Ticket Holders shall not be entitled to any refund. For the avoidance of doubt, new Match Tickets may be issued via such application procedure as SA20 stipulates.
22. In the event of a Match postponement, abandonment or cancellation SA20 will have no liability to Ticket Holders other than as set out in paragraphs 17 to 24, including (but not limited to) for loss of enjoyment, loss of a chance, loss of time, or travel costs or accommodation costs. For the avoidance of doubt, SA20 shall not be responsible for any Match Ticket which is forgotten, lost, stolen, defaced, damaged or destroyed.
23. Subject to paragraph 24, in order to obtain a refund:
  - 23.1 each Ticket purchaser shall follow the refund claim notice received from Ticketpro;
  - 23.2 the Ticket purchaser shall be required to submit a claim via email to [info@ticketpros.co.za](mailto:info@ticketpros.co.za) including full particulars of all information relating to the Match in question and such ancillary information and documents as Ticketpro may reasonably require (which shall be requested in the refund claim notice); and
  - 23.3 an administration fee of R25-00 (twenty-five rand) will be charged for each refunded transaction, irrespective of the number of tickets or the value of the given transaction
24. No refunds will be given where there has been a breach of the Conditions.

#### **TICKET RESALE WARNING**

25. The resale of tickets without the authorisation of the SA20 is a breach of the Conditions and, in certain circumstances, a breach of ticket sales and/or major event protection legislation and may attract criminal penalties.

## **RE-ENTRY TO STADIA POLICY**

26. No re-entry to stadia will be permitted, once a patron exits the stadia, they will not be permitted re-entry

## **GENERAL**

27. Except to the extent required by Applicable Law, these Conditions and any dispute or claim arising out of or in connection with these Conditions (including, without limitation, any dispute or claim relating to non-contractual obligations) shall be governed by and interpreted in accordance with South African law and any dispute (including, without limitation, any non-contractual dispute or claim) arising from or in connection with these Conditions or a Ticket Holder's attendance at a Match shall be submitted to the non-exclusive jurisdiction of the South African courts.
28. SA20 reserves the right to make amendments to these Conditions from time to time at SA20's sole discretion and without notice (including, without limitation, by amending or supplementing the Venue Regulations). A full copy of the latest version of the Conditions (as amended, if appropriate) will be available on upon request from SA20.
29. Each of the provisions set out in these Conditions shall be severally enforceable. Notwithstanding that the whole or any part of any provision(s) of these Conditions may be declared void, ineffective or unenforceable in any respect by any competent court in any jurisdiction, the provision(s) in question (or part thereof, as the case may be) shall be severed to the extent necessary and the other provision(s) of these Conditions and the remainder of the provision(s) in question (as applicable) shall continue in full force and effect.

The Venue management reserves the right to refuse entry to any person carrying any prohibited or unauthorised item or substances into the Venue. Ticket Holders are reminded to consult the applicable Venue for a full list of prohibited and/or authorised items.