



## Hoopstar Heroes Pocket Productions

### Ticket Policy

All persons entering The Arts Hub must hold a valid ticket. The sale of tickets by anyone other than Hoopstar Heroes Pocket Productions is strictly prohibited.

All tickets are non-transferable, not for resale and will become automatically void on any transfer for value. Tickets will only be exchanged or refunded if Hoopstar Entertainment, in its absolute discretion, chooses to do so. For the avoidance of any doubt, pre-booked tickets are non-refundable in the event that admission is refused or relinquished for any reason referred to in these Entry Conditions. Tickets booked online will be delivered via email (Please check Spam). If tickets are bought on behalf of other guests, the buyer accepts these Entry Conditions on behalf of every guest and shall ensure that these Entry Conditions are complied with by each person in the group.

Proof of Tickets must be retained at all times and submitted for inspection if required by Hoopstar Heroes Pocket Productions. Children whilst on site at The Arts Hub must remain under the control or supervision of an adult at all times.

#### CANCELLATIONS

Hoopstar Entertainment accepts no liability if an event has to be postponed for reasons beyond its reasonable control, this includes an act of God, change in government restrictions, fire, war, terrorist activity or civil commotion.

If the event or experience is postponed due to any of the above reasons, then Hoopstar Entertainment will reschedule all tickets that have been purchased for the current year and make them valid for the following year, the ticket will include any new extras that have been added.

Unfortunately we cannot issue any refunds for cancellations.

#### REFUNDS

Tickets are non-refundable. but if due to unforeseen circumstances you unable to attend our event with prior notification we may offer you these options:

- An Exchange to a different Date or Time if available
- Tickets can be used as credit to any other future events
- Re-Scheduled Tickets for the following Seasonal Event e.g Christmas.
- Face Value can be used as credit towards any of our Party & Entertainment Company, Hoopstar Entertainment services.

In the case of a no show to an event, none of the above applies.