

IMPORTANT COVID-19 INFORMATION AND REFUND TERMS AND CONDITIONS

1. COVID-19 Guarantee

Book With Confidence – Except as otherwise set out below or in the Cricket Australia Refund Policy, Global Sports Travel and Tours Pty Ltd (GSTT) will provide clients with a refund for all packages as outlined below in a circumstance where that clients' booking is affected by COVID-19 in any of the following ways:

- I. Where the Vodafone Ashes Test you have booked is cancelled due to COVID-19;
- II. Where the Vodafone Ashes Test you have booked is postponed, and you are unable to attend the match on the revised Test dates;
- III. Where the stadium capacity at the Vodafone Ashes Test you have booked is adjusted by CA, State, Territory and/or Australian Federal Government social distancing restrictions, and as a result of this adjustment to stadium capacity, you are not permitted to attend;
- IV. Where State, Territory and/or Australian Federal border closures render it not possible for you to attend the Vodafone Ashes Test which you have booked, without quarantining;

Where a booking is cancelled by Cricket Australia, Cricket Australia Travel Office (CATO) or Global Sports Travel and Tours (GSTT) due to COVID-19 and GSTT is unable to obtain a refund for package components from a third party service provider or venue, including in respect of the Vodafone Ashes Series 2021-22 team merchandise and Official Ashes Functions, no refund will be provided for such package components. If no refund is provided in respect of team merchandise, the team merchandise order will be fulfilled.

For the avoidance of doubt, border closures and/or travel restrictions in non-Australian jurisdictions do not qualify you for a refund. Should clients be affected by overseas border closures and/or travel restrictions, these will be assessed on a case-by-case basis.

2. Other COVID-19 Important Information

COVID-19 presents challenges so it is important that all clients read and understand this information. Global Sports Travel and Tours Pty Ltd (GSTT) will continue to update clients with pertinent information as the 2021-22 Vodafone Ashes Series approaches.

During your attendance at any and all Vodafone Test Matches, you must comply with any direction given by Cricket Australia and/or GSTT or Cricket Australia Travel Office on behalf of Cricket Australia, the venues, including social distancing requirements, and any direction or guidance given by the local and/or the Federal Government in relation to the current COVID-19 outbreak.

You acknowledge, even with rigorous capacity and control measures in place at matches, there remains an unquantifiable risk of transmission of viral illness, including COVID-19, at any Vodafone Ashes Test Match at this time. You have considered that risk and your own personal circumstances, including:

- Where there is greater capacity density;
- Any health condition or vulnerability that you may have or that of persons whom you will be in close contact with may have following your attendance at any Vodafone Ashes Test Match;
- For a small number of people, COVID-19 has very serious health consequences;
- By attending any Vodafone Ashes Test Match you, and any persons who attend with you, acknowledge and accept these risks.

By attending any Vodafone Ashes Test Match you, and any persons who attend with you, acknowledge and accept these risks.

3. Change of Schedule due to COVID 19 or any other reasons

You acknowledge and accepts that Cricket Australia may change the scheduled dates of the Tournament (or any individual Vodafone Ashes Test) at any time in its absolute discretion. Further, you acknowledge and accept that Cricket Australia reserves the right, at any time during the Term, to alter or amend the format and/or name of the Tournament and to vary the Host, country, city, date, time and/or venue of the Tournament or any Test Day, in each case at Cricket Australia's sole discretion. GSTT shall notify you in writing of any such change, alteration, amendment or variation as soon as is reasonably practicable thereafter after receiving a formal advice.

In the event of postponement or relocation, neither GSTT, Cricket Australia Travel Office or Cricket Australia shall be liable to you for any additional cost. GSTT at its own discretion may arrange tickets for you to attend the affected Test Day on either the rearranged date and/or at the rearranged location, however, GSTT will charge an additional fee to provide additional travel services such as accommodation, transfers etc (if requested by client).

In the event:

- the Tournament is cancelled as a whole (including being "held behind closed doors" with no fans in attendance); or
- a Test Day of the Tournament is cancelled due to inclement weather;
- a Test Day of the Tournament is cancelled due to the early conclusion of the Tournament; or
- the play on a Test Day is curtailed due to inclement weather,

then any refund of the Ticket will be processed by Global Sports Travel in accordance with the 2021-22 Vodafone Ashes Series Tickets Terms and Conditions. The 2021-22 Vodafone Ashes Series tickets and packages are sold subject to [Global Sports Travel and Tours Booking Conditions](#) and 2021-22 Vodafone Ashes Series Ticket Terms and Conditions.

4. Patron Names and Contact Details

For contact tracing purposes, at the time of booking with GSTT, a unique mobile number and email address is required to be supplied for each person within your booking i.e. the mobile number and email address must be different for each person within the booking. Please be prepared with this information before proceeding with a booking, you will not be able to complete your booking without providing this information.

You acknowledge and agree that all personal details will be collected, used and disclosed in accordance with [Global Sports Travel and Tours Pty Ltd Privacy Policy](#), [Cricket Australia Travel Office Privacy Policy](#). You understand that Cricket Australia Travel Office also collects personal information on behalf of Cricket Australia and you have read and agree to the terms of the [Australian Cricket Privacy Policy and Collection Statement](#).

5. Your Undertaking

You undertake to procure and take out adequate health, travel, accident and cancellation insurance and acknowledge and agree, that under no circumstances shall GSTT, Cricket Australia, Cricket Australia Travel Office (CATO) be held liable for any loss or damage suffered by you from the cancellation (including if the Tournament is held "behind closed doors" with no fans in attendance) or postponement of the Tournament or any part of it.