

## **Ticket Policies**

The following policies apply to your purchase of tickets through PKW Events. These policies are subject to our Terms of Use. You are urged to review your tickets for any additional information that may apply to your attendance to an event.

### **Event Cancellations / Postponements**

If the event is cancelled for any reason by us, we will issue you a full refund. When we issue a refund to you, we will refund the price that you paid for your ticket. Service fees, processing fees and any other fees, such as delivery fees, are not refundable.

If an event is postponed, we will not issue you a refund, but a new date. If this is unacceptable to you, we will refund you the ticket price.

If you cannot attend the event, we will issue you a full refund up to 1 week out from the event, after that time a 50% refund will be provided, up to 48 hours before the event. If you cannot attend after that time, no refund will be provided.

### **Webinar Cancellations**

We charge 10% for cancellations to cover the booking fees and admin for any reason up to one week in advance and 100% thereafter. Non Transferable.

### **Ticket purchases**

Links for webinars will be sent to you the day of the event if you have purchased through our website. If you have booked through Facebook, you will be invited to join a private group to watch the event. Please ensure you check your messages for the invite. We are not held responsible for delegates missing the live event if the link has been sent.