

REFUND POLICY

Donations

Due to the nature of charity donations, refunds are given at the discretion of our management. Please make sure that the amount you enter is the amount you wish to give. In the event of an incorrect amount being entered, or if the donation is made accidentally or there is an extremely unusual circumstance, please email us at finance@youthsolutions.com.au

We will review the request and respond. We will refund if there was a system error with the donation processing. If a donation is refunded, the associated tax receipt is no longer truthful so it should be shredded and destroyed.

Events and Tickets

The following terms and conditions will help all guests to enjoy the event that tickets have been purchased for. Tickets entitle the holder to attend the event at the date, time and location stated on the front of the ticket and/or selected at the time of purchase through official sales channels. By purchasing a ticket, the buyer and/or the holder agrees to the following:

1. It is the responsibility of the buyer to ensure that all details are correct at the time of purchase especially the event name, date, time and location. The ticket may not be exchanged, refunded or returned except in accordance with Australian consumer Law.
2. Tickets purchased from third party resale sites may not gain you entry to an event, as we cannot guarantee that the ticket/s will be valid
3. The right is reserved to vary advertised program and to add, withdraw or substitute content as necessary.
4. The right of admission is reserved including where entry is delayed for late arrivals, refused or where a customer is asked to leave the premises.
5. The above terms and conditions are consistent with Australian Consumer Law as per the Competition and Consumer Act 2010. The right is reserved to vary these terms and conditions and updates may be made available via www.youthsolutions.com.au

Ticket prices are correct at time of quotation or publication but are subject to change at the discretion of Youth Solutions management.