

**PCB/ PSL**  
**Ticket Refund Policy**

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**1. Introduction**

This Ticket Refund Policy applies in respect of all Matches at the PCB/ PSL to be held in Pakistan. This Ticket Policy sets out the circumstances in which a Ticket Purchaser may be eligible for a ticket refund (or part thereof). Defined terms used below shall have the meanings given in the conditions. The term "Ticket" shall include both standard ticket and hospitality ticket, with the meaning of the term "Ticket" shall be construed in this Ticket Refund Policy in accordance with the respective category of the ticket.

**2. Refund Eligibility**

Refunds shall be made in accordance with the following conditions;

**2.1 Cancelled Matches**

If a Match is cancelled for any reason, including adverse weather conditions or other unforeseen circumstances, prior to the toss for such Match has taken place, Ticket Purchaser(s) will only be eligible for a full refund of the face-value of the Ticket, provided that the Ticket Purchaser seeking refund, in case of possessing a physical Ticket, shall be required to produce / present the original Ticket in an undamaged / defaced condition. Notwithstanding anything to the contrary, no refund shall be provided for Hospitality Ticket, including Hospitality Boxes, VVIP, VVIP New Pavilion, and galleries, if the Match is canceled for any reason, even if the toss has not taken place.

**2.2 Rescheduled Matches**

If a Match is rescheduled, and the Ticket Purchaser cannot attend the rescheduled date, they will only be eligible for a refund equivalent to the face-value of Ticket or the amount determined by the PCB at its sole discretion.

**2.3 Change of Venue**

In the event of a change of venue for a Match, Ticket Purchaser will only be eligible for a refund equivalent to the face-value of Ticket or the amount determined by the PCB at its sole discretion, if they cannot attend the Match at the new location.

**2.4 Postponed Matches**

If a Match is postponed, Ticket Purchasers will be eligible for a refund equivalent to the face-value of Ticket or the amount determined by the PCB at its sole discretion, if they cannot attend the Match on the rescheduled date.

**3. Refund Process**

**3.1 Refund Timeframe**

Refunds will be processed within Fourteen (14) business days from the date of the official refund announcement made by PCB/ PSL management. In the official refund announcement, details regarding the refund claim process will be provided.

**3.2** There shall be no refund of any fees or charges paid in addition to the face value of the Ticket (for example, any foreign exchange charges) except where required by applicable local laws. No interest or costs will be payable in respect of any monies refunded.

**3.3** Any refund(s) will be paid in Pakistani Rupees.

**3.4** The organizers shall bear no responsibility for charges incurred by Ticket Purchase from your bank (or any other third-party charges).

**3.5** Where one of Clause 2.1 to 2.4 of this Ticket Refund Policy applies, only the original Ticket Purchaser shall be entitled to a refund. If the details of the Ticket Purchaser provided with any refund application do not match the details of the Ticket Purchaser held in relation to the original purchase of the Ticket, no refund will be paid. In the event that tickets are won through a contest organized by a Commercial Partner, any applicable refund shall be issued directly to the Commercial Partner and not to the contest winner.

**4. Exclusions**

In the following circumstances, the Ticket Purchaser shall be not entitled to a refund or compensation;

**4.1 Abandoned After Toss**

If a Match is abandoned for any reason after the toss has taken place, even if not a single ball is bowled in the entire match, or

abandoned after the Match has commenced, for any reason, the Ticket Purchaser shall not be entitled to any refund or compensation.

#### **4.2 Cancelled or Abandoned due to Bad Weather etc, or National Mourning.**

If a Match is cancelled or abandoned after a toss as a result of bad weather or playing conditions or due to any other act beyond the Control of PCB or PSL, or as a result of a national mourning day declared by the relevant government of where the venue is located, the Ticket Purchaser shall not be entitled to any refund or compensation.

#### **4.3 Postponed or Rescheduled but Later Played and Attended.**

If a Match is postponed or rescheduled from the time or date at which it was due to be played and is subsequently played and attended by the Ticket Purchaser, then the Ticket Purchaser shall not be entitled to any refund or compensation.

#### **4.4 Ticket Resale**

Ticket that has been re-sold or transferred to another individual shall not be eligible for any refund or compensation.

#### **4.5 Third-Party Ticket Sales**

PCB shall only refund Ticket purchased from PCB authorized outlets. Ticket purchased through third- party vendors or won during an unauthorized contest or resale platforms are non-refundable.

#### **4.6 Expulsion or Eviction from the Venue**

No refund or compensation will be payable if Ticket Purchaser is refused entry to, or removed from, a Venue as a result of a breach of the Conditions, including for reason of refusal of search at entry.

#### **4.7 Free of Charge Tickets**

No refund(s) will be payable in relation to any Ticket which, for whatever reason, were provided free of charge.

#### **4.8 Early Match time**

A Ticket shall not be refunded, and Ticket Purchaser shall not be entitled to any refund and/or compensation if a match is completed early.

#### **4.9 Ticket is lost, stolen and damaged**

If the Ticket is lost, stolen, defaced or otherwise unused, Ticket Purchaser shall not be entitled to any refund and/or compensation in any manner.

#### **4.10 Personal reasons**

In event of a change of plan due to personal circumstances or any reason, or a change of mind, the Ticket Holder shall not be entitled to any refund or compensation.

#### **4.11 Delayed entry to the stadium**

If entrance of the Ticker Purchaser to a match is delayed, including but not limited to reasons of public transport, road closures, other means of transportation, security inspections and/or other external factors, the Ticket Holder shall not be entitled to a refund and/or compensation.

#### **4.12 Unauthorized source of purchase**

If the Ticket has not been purchased directly through the official ticketing portal and outlets.

### **5. Contact Information**

For any questions or concerns regarding our refund policy, please contact our customer support team:

- Email: [ticketing@pcb.com.pk](mailto:ticketing@pcb.com.pk)
- Phone: 042-35717231
- Address: PCB Head Office, Gaddafi Stadium Ferozpur Road, Lahore.

### **6. Changes to the Policy**

PCB reserves the right to make changes or updates to this Ticket Refund Policy at any time. Any changes will be communicated through our official website and other appropriate channels.

By purchasing a Ticket for the PCB/ PSL, all Ticket Purchasers agree to abide by the terms and conditions of this Ticket Refund Policy.