

Pakistan Cricket Board Ticket Refund Policy

1. Introduction

This policy outlines the terms and conditions for ticket refunds for cricket events organized/hosted by the Pakistan Cricket Board (PCB). Tickets for PCB events are non-transferable and non-refundable, except as expressly provided in the terms and conditions of the ticket, this Policy or as required by law. Only tickets purchased from PCB authorised outlets shall be deemed valid for entry.

2. Refund Eligibility

Refunds shall be made in accordance with the following conditions:

2.1 Cancelled Matches

- a) If a Match is cancelled for any reason, including adverse weather conditions or other unforeseen circumstances, prior to the toss for such Match taking place ticket holders will be eligible for a full refund of the ticket price.
- b) If a Match is:
 - i. abandoned after the toss has taken place or after the Match has commenced, for any reason;
or
 - ii. cancelled or abandoned as a result of bad weather or playing conditions or as a result of a national mourning day declared by the relevant government of where the venue is located;
or
 - iii. is postponed from the time or date at which it was due to be played and is subsequently played and attended by the ticket holder,

the ticket holder shall not be entitled to any refund.

2.2 Rescheduled Matches

If a Match is rescheduled, and the ticket holder cannot attend the rescheduled date, they will be eligible for a refund. The refund amount will be determined by the PCB based on the ticket holder's request.

2.3 Change of Venue

In the event of a change of venue for a Match, ticket holders will be eligible for a refund if they cannot attend the match at the new location. The refund amount will be determined by the PCB based on the ticket holder's request.

2.4 Postponed Matches

If a Match is postponed, ticket holders will be eligible for a refund if they cannot attend the rescheduled date. The refund amount will be determined by the PCB based on the ticket holder's request.

3. Refund Process

3.1 How to Request a Refund

To request a refund, please contact Head of Ticketing, PCB via email at ticketing@pcb.com.pk . You will need to provide your ticket details, including the order number and seat information, along with the reason for the refund request.

3.2 Refund Amount

The refund amount will be determined based on the specific circumstances of the refund request, as outlined in Sections 2.1 to 2.4.

3.3 Refund Timeframe

Refunds will be processed within ten [10] business days of receiving a valid refund request.

4. Exclusions

4.1 Ticket Resale

Tickets that have been re-sold or transferred to another individual will not be eligible for refunds.

4.2 Third-Party Ticket Sales

PCB shall only refund tickets purchased from PCB authorized outlets. Tickets purchased through third-party vendors or resale platforms are subject to the refund policies of those vendors.

4.3 Expulsion or Eviction from the Venue

Disorderly conduct or failure to comply with venue rules may result in expulsion from the Match venue without refund. Similarly, any person seeking to use a ticket obtain in breach of the ticket's terms and conditions will be refused or evicted from the stadium or demarcated areas and no refund will be made.

5. Contact Information

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

Email: 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 a PCB organized Match, all ticket holders agree to abide by the terms and conditions of this refund policy.