

Ticketing Terms & Conditions

Refund Policy

Brisbane Jazz Club Inc.

Effective date: 16.01.2026

This Refund Policy applies to purchases made directly through the Brisbane Jazz Club website, box office, or authorised payment facilities.

1. Ticket Refunds

1.1 Club-Initiated Cancellations or Changes

- If Brisbane Jazz Club cancels an event or the advertised band is changed in full, a refund will be issued to the ticket holder **upon request**.
- Minor changes to the lineup (for example, one or two musicians) that do not alter the overall nature, style, or direction of the performance do **not** qualify for a refund.

1.2 Patron-Initiated Requests

- Once a ticket has been purchased, refunds are **not offered** for change-of-mind, inability to attend, or non-attendance.
- In place of a refund, Brisbane Jazz Club may, at its discretion, offer the ticket value to be transferred to a gift voucher for future ticket purchases.
- Gift vouchers issued in lieu of refunds:
 - may only be used for ticket purchases.
 - cannot be redeemed for food, beverages, memberships, donations, or other items.
 - are not redeemable for cash.

1.3 Timeframes for Requests

- Requests relating to ticket changes or transfers must be made at least 24 hours prior to the scheduled start time of the event. Requests made within 24 hours will not be accommodated.

2. Membership Refunds

- Membership fees are generally **non-refundable** once processed.
- Refunds may be considered only in limited circumstances, including:
 - **duplicate payments or transactions processed in error** (for example, a double booking), which will be refunded in full; duplicate payments will be refunded once the club has confirmed receipt of the duplicate payment.
 - **where a member's access to the club has been formally revoked due to misconduct**.
- In cases where a member can provide evidence that they have permanently relocated interstate, Brisbane Jazz Club may, at its discretion, offer a **partial refund** based on the unused portion of the membership term.

- Where a membership refund is approved for reasons other than a duplicate payment or processing error, the refund will be calculated on a pro-rata basis, minus the value of any benefits already used.

3. Donations

- Donations made to Brisbane Jazz Club are voluntary and are **non-refundable**.
- Once a donation has been processed, it cannot be reversed or exchanged for goods, services, tickets, or memberships.

4. Processing of Refunds

- Approved refunds will be processed to the original payment method where possible.
- Processing times may vary depending on the payment provider.
- Brisbane Jazz Club does not refund any third-party fees charged by external ticketing or payment providers where applicable.

5. Contact

For refund enquiries, please contact:

Email: info@brisbanejazzclub.com.au

Phone: (07) 3391 2006