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# CRSA Shipping Policy

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## Definition of Terms

**Club** refers to the South Australian thoroughbred racing club conducting the relevant race meeting.

**Client** means any individual or company named on the Application Form who submits a Membership Application or purchases a ticket to a race meeting.

**Ticket** means a ticket, wristband, electronic swipe card and/or any other physical or material thing which permits entry of the Client or Client Guests to the Venue and the Licensed Area.

## Issue of Ticketing/Memberships

Tickets/Memberships shall be delivered via Australia Post to the Client address as noted on the order form.

Please allow at least 14 days after your order is made to receive your tickets.

## Lost or Stolen Tickets

In the event of a lost or stolen Ticket, a request for a replacement Ticket must be in writing to the Club made by the Client. Any issuance of replacement Tickets shall be at the absolute discretion of the Club and be subject to the following:

- (a) In the event where the Client can provide the Barcode Number for the lost or stolen Ticket, the Client shall incur a forty dollar (\$40) fee provided that any request for a replacement Ticket must also particularise the exact Ticket number and proof of purchase.
- (b) In the event where the Client cannot provide the Ticket number (barcode number) of the lost or stolen Ticket, the Client shall incur a full replacement fee to the value of the lost or stolen Ticket.

Replacement Tickets may be collected from the Venue at the places notified to the Client by the Club from time to time.

The Club accepts no liability or responsibility for any Tickets lost or misplaced by Australia Post.