

Placemaker Week ASEAN 2019: Ticketing Terms & Conditions

1. Placemaker Week ASEAN 2019 (the **“Event”**) is being run by Think City Sdn Bhd (the **“Organiser”**) and its partners in November 2019. This document sets out the terms and conditions that apply to all purchasers of tickets of the Event (hereafter the **“Purchaser”**).
2. Tickets to the Event are on sale from **5 July 2019 to 12.00pm (GMT+8) on 8 November 2019**.
3. Tickets to the Event do not include accommodation and/or travel to the conference. Only selected on-shore transport between venues during the conference (e.g. for place games within the Klang Valley) may be provided by the Organiser at the Organiser’s discretion (subject to availability for each limited-capacity excursion/workshop).
4. The Purchaser is solely responsible for securing all necessary visas and travel documents to attend the Event. The Organiser will not provide the Purchaser with any advice pertaining to compliance with travel regulations.
5. All-access tickets grant the Purchaser access to all components of the Event (subject to availability for limited-capacity excursions/workshops/ place games) except for High-Level Meetings, which are by invitation only.
6. Student tickets only grant the Purchaser access to the plenary sessions on 7 and 8 November. Only students in a full-time course of study are eligible to purchase student tickets, and must submit proof of student status via email to hello@placemakerweek.com. Students may also be asked to show a valid student ID in addition to their ticket in order to be admitted to the plenary sessions.
7. The Organiser is not responsible for any inaccurate details regarding the Event supplied to the Purchaser by any third party. The latest information on the Event is available at www.placemakerweek.com (the **“Website”**), which will be routinely updated. However, although the Organiser will endeavour to keep Purchasers informed, information and schedules provided on the Website are subject to change without prior notice.
8. The Purchaser is responsible for providing an up-to-date email address and for ensuring that they check that email account for Event updates regularly. The Organiser will not be held responsible if Event update emails end up in Purchaser’s Spam/Junk Mail folders and a Purchaser fails to see the update.
9. The Organiser will hire third-party vendors to take photographs, video recordings, and audio recordings at the Event. The Purchaser agrees that the Organiser and its partners may use all recorded media (which may include the Purchaser’s face, likeness, and/or voice) for marketing, publicity, and documentation purposes without compensation of any kind to the Purchaser unless prohibited by law.

10. The Purchaser's personal data will be used only by the Organiser and its appointed ticketing vendor for the purposes of organising the Event and of processing tickets, payment, and admission to the Event. The Organiser may contact the Purchaser using contact details provided to provide Event updates in the lead-up to the Event, as well as to send marketing materials post-Event. The Purchaser will have the option to unsubscribe from post-Event marketing.
11. By purchasing a ticket to the Event, the Purchaser agrees to the terms and conditions set out herein (which may be amended without notice by the Organiser) and to all decisions made by the Organiser on the Event, which shall be final and binding on each Purchaser.
12. The Organiser shall have the right, at its sole discretion and at any time, to change or modify these terms and conditions. Such change shall be effective immediately upon posting the amended terms and conditions on the Website and/or the ticketing microsite linked on the Website.
13. Where the Purchaser fails to show up for the event, he/she shall not be entitled to a refund.
14. Where the Purchaser wishes to return the purchased ticket(s), they must inform the Organiser in writing via email to hello@placemakerweek.com by **11.59pm on 21 October 2019**. Purchasers who meet this deadline shall be entitled to a 50% refund of the ticket price paid, excluding ticketing and processing charges. No refunds will be granted to Purchasers wishing to return tickets after the 11.59pm 21 October 2019 deadline.
15. Tickets are transferable. Student tickets are only transferable to other full-time students, and for the transfer to be valid, the original Purchaser of the student ticket must inform the Organiser in writing via email to hello@placemakerweek.com. These terms and conditions will also apply to all new ticket holders to whom purchased tickets have been transferred.
16. The Organiser reserves the right to change, postpone, or cancel the Event at any time without notice. In case of Event cancellation or postponement, the Purchaser shall be entitled to a full refund. However, if the cancellation or postponement is due to reasons beyond the Organiser's control (including but not limited to natural disasters, national conflict, and/or political unrest), ticketing/processing charges will not be refunded.
17. The Organiser and its partners and appointed vendors shall not be liable for any warranty, costs, damage, injury, or any other claims incurred arising from the Purchaser's attendance at (or failure to attend) the Event. The Organiser is not liable for any loss arising out of or in connection with the Event.
18. The Event and these terms and conditions will be governed by Malaysian law and any disputes will be subject to the exclusive jurisdiction of the courts of Malaysia.