

Sticky Tickets - Ticket Sales & Payment Policy

1. Overview

Sticky Tickets Pty Ltd ACN 122 052 206 (Sticky Tickets, Company, We, Our, Us and other similar terms) operates the website located at the URL www.stickytickets.com.au (Site or Website) to enable Event Organisers to promote the sale of Tickets to Events to Buyers. We are committed to providing a secure and reliable ticketing platform for Event Organisers and ticket purchasers. This policy outlines our approach to handling ticket sales revenue, payouts, and chargeback responsibilities to ensure financial protection for all parties involved.

2. Ticket Sales Revenue Management

- **Dedicated Accounts:** All ticket sales revenue is held in dedicated accounts until the Event is successfully completed.
- **Funds Management:** Funds are managed securely to ensure protection against fraudulent transactions, chargebacks, and Event cancellations.
- **Intermediary Role:** Sticky Tickets acts as the intermediary between Event Organisers and ticket purchasers, ensuring financial integrity.

3. Payout Terms

- **Standard Payouts:** Payouts to Organisers occur within seven (7) days after the Event concludes, unless otherwise agreed.
- **Payment Request Feature (PRF):** Organisers may access up to 50% of ticket sales revenue before the Event through the PRF.
 - **Eligibility:** This option is available only to approved clients who submit the appropriate application form and provide the necessary documentation.
 - **Assessment Criteria:** Applications for the PRF are evaluated based on Event history, ticket sales performance, and Organiser credibility.
 - **Approval:** Approval is at Sticky Tickets' discretion, and additional security measures may be required.
- **Early Payouts:** Early payouts outside of the PRF are not offered.

4. Chargebacks, Refunds & Risk Management

- **Financial Responsibility:** Sticky Tickets assumes financial responsibility for chargebacks, bearing the risk if an Organiser fails to deliver an Event or issue refunds.
- **Event Cancellations:** In cases where an Event is cancelled or an Organiser ceases operations, Sticky Tickets reserves the right to refund ticket holders directly using funds from the Event's ticket sales.
- **Non-Compliance:** If an Organiser does not honour refund obligations, Sticky Tickets may require additional security or restrict future ticketing services.

5. Security & Compliance

- **PCI DSS Compliance:** Our payment processing system complies with Payment Card Industry Data Security Standard (PCI DSS) regulations to ensure secure transactions.
- **Anti-Fraud Measures:** Sticky Tickets maintains strict anti-fraud measures, including transaction monitoring and dispute resolution protocols.
- **Fund Protection:** Funds held in dedicated accounts are protected from unauthorised withdrawals and used solely for ticketing-related payments.

6. Interest on Held Funds

Sticky Tickets does not pay interest on funds held before payout, as these funds are secured in designated accounts to cover potential refunds, chargebacks, and financial risks.

7. Event Cancellations & Refunds

- **Organiser Obligations:** If an Event is cancelled, Organisers must notify Sticky Tickets immediately and process refunds in accordance with our policies.
- **Refund Processing:** Refunds are typically processed through the same payment method used for the ticket purchase.
- **Non-Compliance Consequences:** Organisers found to be non-compliant with refund obligations may have their ticket revenue withheld or future Events restricted.

8. Contact & Support

For any questions regarding ticket sales, payouts, or policy details, please contact our team at support@stickytickets.com.au.