

ROALD DAHL'S
Matilda
THE MUSICAL

The sale of Matilda The Musical tickets are subject to the following Terms and Conditions:

General Sales Conditions

1. All tickets are sold or issued by TouchPoint International Sdn Bhd (hereinafter referred to as "Touchpoint") as ticket agent for the promoter (the "Promoter") responsible for the event for which they are sold (the "Event"). All claims in respect of the Event are the sole responsibility of the Promoter and Touchpoint has no liability to you. By ordering and/or purchasing tickets you agree, for yourself and for those for whom you are buying tickets or who hold tickets bought by you (you and each such person being a "Ticket Buyer"), to be bound by these Conditions of Sale ("Conditions"):
2. Any complaints regarding the Event will be directed to and dealt with by the Promoter and/or Venue Owner.
3. No exchange or cancellation of tickets will be made under any circumstances and tickets are not transferable.
4. No refund on tickets will be made under any circumstances except pursuant to conditions under Event Cancellation or Postponement.
5. The resale of tickets at the same or any price in excess of the initial purchase price is prohibited. Touchpoint reserves the right to cancel tickets that have not been purchased from Touchpoint or other authorized points of sale.
6. For the avoidance of doubt, complimentary tickets shall not be eligible for refunds or exchange.
7. Ticket buyers are responsible to take note of any entry conditions stated by the Promoter and/or Venue stated in the issued Ticket, or restrictions imposed on infants in arms, children without tickets or any minimum children admission age.
8. Ticket buyers who are under 18 years of age should seek parental consent before purchasing Tickets/merchandises from our website. By transacting on our website, you certify that you are at least 18 years of age and you understand these Terms and Conditions.
9. Student and Senior Citizen passes (and others where applicable) must be shown to obtain discounts (where applicable) and upon admission.
10. The Promoter/Venue Owner may use the ticket holder's image or likeness in any live or recorded video display, photograph or picture.
11. No photography, audio or video recording is allowed during the event unless otherwise stated by the Promoter.
12. The Ticket Buyer agrees to submit to any search for any prohibited items including but not limited to weapons, controlled, dangerous and illegal substances and recording devices.
13. The Promoter may add, withdraw or substitute artistes and/or vary advertised programmes, Event times, seating arrangements and audience capacity without prior notice.
14. The Promoter and/or Venue reserve the right without refund or compensation to refuse admission/evict any person(s) whose conduct is disorderly or inappropriate or who poses a threat to security, or to the enjoyment of the Services by others.
15. The Promoter/Venue Owner may postpone, cancel, interrupt or stop the Event due to adverse weather, dangerous situations, or any other causes beyond his reasonable control.

16. The ticket buyer shall undertake all risks and dangers which the ticket holder may face while attending the event. The ticket holder accepts that there are risks on the way to, and outside of or within the venue. The risks may include change in weather, the distance to and from the public transport stations or parking area and the venue, the situation on surface or underground, collision with on-site personnel or other ticket holders. The ticket buyer hereby clearly states that he will undertake all these risks or dangers, including any death, personal injury, loss, damage or liability. The ticket buyer will further undertake all risks of loss of properties in the venue. Therefore the ticket holder agrees to release Touchpoint, Venue Owner, Promoter, event performers/players and their respective agents and employees from any liability, regardless of whether injury or loss occurs before, during or after the Event.
17. By providing any personal data to Touchpoint and Promoter, you agree that Touchpoint and Promoter shall be entitled to use and process such data.
18. Malaysian law shall govern the sale of all Tickets and you agree to submit to the exclusive jurisdiction of the Malaysian courts.

Event Cancellation or Postponement

1. A refund or exchange on any ticket will only be made if an Event is postponed or cancelled by the Promoter.
2. If an event is postponed or cancelled, a Postponement Publicity Notice or a Cancellation Publicity Notice (collectively, the "Notices" or individually, a "Notice") respectively shall be placed in the media by the Promoter or it's PR Representatives.
3. The Notices shall advise procedures for requesting a refund and the period and time within which the ticket holder could request a refund.
4. Refund will not be entertained if a request for a refund is made after the given period from the date of a Notice. Such unrefunded sums shall be dealt with at the Promoter's sole discretion.
5. If a refund is made, Touchpoint may, to the extent permitted by law and agreed with the Promoter, retain any fee it has charged. Neither Touchpoint nor the Promoter shall be liable for any costs incurred by the Ticket Buyer over and above the ticket price. The following conditions shall apply to all refunds made by Touchpoint on behalf of Promoter:
 1. Tickets purchased via credit cards will be refunded by automatic credit to the credit card accounts originally used to purchase the tickets. If such credit card accounts are no longer valid, no automatic refunds will be made and Condition (2) below shall apply;
 2. Tickets purchased through Touchpoint using payments other than credit cards shall be refunded in cash and refunds will have to be claimed at Suite 6.1, Work @ Clearwater, Changkat Semantan, Bukit Damansara, 50490, Kuala Lumpur during normal operating hours. Ticket holders must produce a printed e-ticket copy to claim refunds. Ticket Holder shall submit a front photocopy NRIC to facilitate the cheque issuance. (Refund amount based on clause #5)
 3. The Administration and the Online Processing Fees are not refundable.
6. Touchpoint shall not be liable and under no obligation to make any refund at all in the Event that the Promoter did not pay in advance the said sums to Touchpoint.