



TERMS AND CONDITIONS FOR REFUNDS OF SEPANG MOTOGP 2020 CHAMPIONSHIP TICKETS

1. Due to the impact of the global pandemic of COVID-19, the organizer of the event, Sepang International Circuit Sdn Bhd (457149-T) (“SIC”), in agreement with the promoter of the MotoGP 2020 Championship, DORNA SPORTS, S.L., has decided that Sepang MotoGP 2020 be cancelled.
2. Ticket buyers (“Customer(s)”) who purchased their Sepang MotoGP 2020 event tickets from authorised Ticket Agents will be entitled for refunds or ticket replacement directly from the authorised Ticket Agents. Kindly contact your Ticket Agents for further details.
3. Customers therefore shall be entitled to choose ONE (1) of the following options:

A. Replacement of ticket for Sepang MotoGP 2021 Event

1. Customers who purchased the Sepang MotoGP 2020 tickets may choose the option to replace such tickets with the Sepang MotoGP 2021 tickets exercisable on or before 30 September 2021. Please be informed that subsequent to 30 September 2021, all unclaimed refunds will be forwarded to the Accountant’s General’s Department of Malaysia as unclaimed monies.
2. Replacement of tickets for the Sepang MotoGP 2021 ticket will be subject to additional charges based on the published price for the Sepang MotoGP 2021 tickets. Customers shall be required to pay the difference in value for the increased price of tickets.
3. Tickets replaced cannot be refunded or exchanged to any other options subsequent to 30 September 2021 or if the Customer fails to attend the Sepang MotoGP 2021 event.
4. Application for replacement ticket shall be valid for the Sepang MotoGP 2021 event only. The e -tickets for Sepang MotoGP 2021 event will be issued to the Customer once available. You can request for replacement tickets by contacting a member of our team at <https://www.sepangcircuit.com/contact/enquiry-form/contactus> and we will be in touch to arrange for the replacement of tickets.

OR

B. Cash Voucher

1. You may also request a refund in the form of a cash voucher by contacting a member of our team at <https://www.sepangcircuit.com/contact/enquiry-form/contactus> on or before 30 September 2021 and we will be in touch to arrange the issuance of such cash voucher. Please be informed that subsequent to 30 September 2021, all unclaimed refunds will be forwarded to the Accountant’s General’s Department of Malaysia as unclaimed monies. This option is only for those who bought tickets via our website [https://www.sepangcircuit.com/ticketing/2020-shell-malaysia-motorcycle-grand-prix-provi/2020-shell-malaysia-motorcycle-grand-prix-prov-\(3\)](https://www.sepangcircuit.com/ticketing/2020-shell-malaysia-motorcycle-grand-prix-provi/2020-shell-malaysia-motorcycle-grand-prix-prov-(3)). The Cash Voucher can be used until 31st December 2021. SIC will communicate to the Customers on how to claim the Cash Voucher within fourteen (14) days from the application date by the Customers.
2. The Cash Voucher may be used either for (i) purchasing tickets for Sepang MotoGP 2021 event (subject to the ticket price in 2021) and tickets for other events organized by SIC



("Tickets"), or (ii) for Sepang International Circuit Tour, or (iii) for purchase of SIC's Merchandise.

For avoidance of doubt, Customer may contact our team at <https://www.sepangcircuit.com/contact/enquiry-form/contactus> for further clarification on the events organized by SIC.

3. The Cash Voucher shall only be issued to the Customer named as the purchaser of the Sepang MotoGP 2020 tickets and only Customers who are able to personally claim and/or collect the Cash Voucher at the Sepang International Circuit. The Cash Vouchers cannot be exchanged with cash. Therefore, no transfer of funds/cash to the Customers or to any 3rd party account is allowed.
4. The value of the Cash Voucher will be in Ringgit Malaysia.
5. If the value of the merchandise/activities/Tickets redeemed exceeds the amount stated in the Cash Voucher, the difference thereof should be paid by the Customers.

OR, if applicable,

C. Cash Refund (Only for Customers with active Malaysian bank accounts)

1. If applicable, you may request for cash refunds by contacting a member of our team at <https://www.sepangcircuit.com/contact/enquiry-form/contactus> and we will be in touch to arrange such cash refund. This option is available only for Customers who bought tickets via our website [https://www.sepangcircuit.com/ticketing/2020-shell-malaysia-motorcycle-grand-prix-provi/2020-shell-malaysia-motorcycle-grand-prix-prov-\(3\) and/or walk in Customers](https://www.sepangcircuit.com/ticketing/2020-shell-malaysia-motorcycle-grand-prix-provi/2020-shell-malaysia-motorcycle-grand-prix-prov-(3) and/or walk in Customers).
2. The option to request for a cash refund can be exercised on or before 30th September 2021.
3. Customers who purchased their Sepang MotoGP 2020 event tickets from authorised Ticket Agents will get their options to refund directly from the authorised Ticket Agents. Kindly contact your Ticket Agents for further details.
4. Customers may request Cash Refunds using the same method as was used to purchase the tickets. Please contact a member of our team at <https://api.whatsapp.com/send?phone=+60127555732> or <https://www.sepangcircuit.com/contact/enquiry-form/contactus> and we will be in touch to arrange this for you. For the avoidance of doubt, cash refund will be applicable for Customers who bought the tickets using cash, credit card or any online method.
5. The cash refunds may equal the price of each of the tickets purchased from us, duly justified, less any administration fees and/or any applicable charges and/or commission from the Pay Platform, your bank, SIC or any third party.
6. Cash refunds processed by bank transfer will take between 30 to 90 days upon receipt of the Refund Form to be completed by the Customer.



7. Cash Refund will be deposited directly into the Customers' bank account; no 3rd party transfer is allowed. SIC shall not be liable for any unsuccessful fund transfer and/or loss incurred due to incomplete and/or incorrect information provided by the Customer.
8. Refund is deemed completed unless Customers notify SIC that they did not receive the refund whereby SIC may assist to verify the status with SIC's banks.
9. Customers to provide accurate details as required in the Refund Form. Incomplete form will be rejected, and a new form must be completed and submitted for processing. Any request for refunds based on incorrect or false information will be rejected and SIC shall not be held liable.

SIC reserves the right to vary and amend any of these terms and conditions without prior notice.

The date of the Sepang MotoGP Grand Prix 2021 will be announced based on the official international FIM calendar announced by FIM.

Thank you for your understanding, we believe that we will together enjoy Sepang MotoGP again in 2021.