

COVID Safe Shinju Matsuri

Updated 10 February 2021

Shinju Matsuri Festival has rigorous protocols in place to ensure a COVID safe Festival and the following policy relates to event cancellations.

Being COVID safe is a shared responsibility so please read on for the safe practices that we ask you to follow.

Stay home if you are unwell or have COVID-19 symptoms

You should not attend an event during Shinju Matsuri if you:

- Have tested positive for COVID-19 or are waiting on COVID-19 test results
- You are required to self-isolate or quarantine
- You have COVID-19 symptoms. [Click here](#) for more info on symptoms.

If any of the above apply, you are responsible for contacting Shinju Matsuri as soon as possible by emailing hello@shinjumatsuri.com.au to notify us prior to the event of the above circumstances.

If we receive your email or phone call at least 60 days before the event start time, we will issue you a full refund. No refunds will be issued if you fail to inform us later than 60 days before the start time of the event you are wishing to attend.

If you contact us after 60 days before the event start time and date, we will be unable to process a refund or exchange. This includes last minute border closures or changes to quarantine rules. For the latest quarantine requirements for anyone entering Western Australian from another Australian State, or traveling to Western Australia from overseas please head to: [COVID-19 coronavirus: Travel to WA \(www.wa.gov.au\)](https://www.wa.gov.au/government/COVID-19-coronavirus-travel-to-wa)

You can choose to gift your tickets onto someone else to attend if you are unable to attend. You will need to forward your order confirmation e-ticket email for their entry into the event. We ask you that you email us at hello@shinjumatsuri.com.au if you do gift your ticket to someone else. They will also need to inform us if they have any seating requests or dietary needs.

A refund **will not** be issued based on the following circumstances:

- the ticket holder is well and does not wish to attend an event due to fears of exposure to COVID-19; or
- the ticket holder is unwell and does not attend an event (other than due to COVID-19 illness or symptoms); or
- the ticket holder is from a group at a higher risk of COVID-19; or
- the ticket holder attends an event and subsequently leaves part way through due to feeling unwell.
- The ticket holder is traveling from another state or territory where border/ quarantine requirements have changed less than 60 days before the event.