



2021 CASTLE LITE UNLOCKS: FAQ SHEET

QUESTIONS	ANSWERS
What is the new date?	The new date for Castle Lite Unlocks has not yet been confirmed, however the event has been postponed to 2021.
Why is Unlocks being postponed again?	The brand would rather postpone again with the aim of prioritising fans' health and safety as things slowly go back to normal and to ensure that fans get the full experience. Castle Lite believes in responsible citizenship; and just as much as we advocate for the responsible consumption of our product, we also have to be a responsible brand and not put our loyal consumers at any kind of risk.
Are tickets to the 2021 experience available yet?	Not yet. Once we have confirmed the new date, we will release a new batch of tickets for those wishing to attend.
What took Castle Lite so long to come to this decision?	<p>Castle Lite takes great care in everything that we do so that we can ensure that we make the right decision for all concerned. And now that it has become evident that the lockdown regulations in SA will last longer than we had anticipated, we had to move this years' experience to 2021.</p> <p>Furthermore, we believe in showing great care for our consumers, and their health and safety is very important to us. We simply cannot move forward</p>



	with this concert while the world is still in the grips of the pandemic.
Can I still get a refund?	Yes. Castle Lite has shared details of ticket refunds with valid ticket holders.
How do I go about getting a refund?	All consumers who had purchased tickets earlier this year had already received ticketing communication from the brand via SMS or email. Tickets purchased for the 2020 experience are still valid and are exchangeable for the 2021 performance. Consumers who wish to no longer attend the event are also entitled to a refund through our ticketing merchant, TicketPro.
Will the line-up change or remain the same?	We will release details of the new experience once they have been firmed out, but please rest assured that Castle Lite is hard at work to maintain the world-class standard that Castle Lite Unlocks is known for.
What are consumers supposed to do about their travel arrangements?	Unfortunately, the outbreak of disease and viruses is not only unforeseeable, but it is also out of the brand's hands. Castle Lite cannot be held responsible for the compensation of consumers who made travel arrangements.
What does this outbreak teach brands such as yourselves who host major public events?	For us as a pan-African premium brand, this moment in our world's history has enlightened us to the importance of taking the health and safety of consumers at events extremely seriously. It also reminds us that we live in a world of global citizens



	<p>who travel and attend events all over the world which then means that we must always take accurate measure to curb the potential spread of disease and viruses at our events.</p>
<p>What will you do if the ban of public gatherings continues over the 2021 period?</p>	<p>In that case, we will have no choice but to postpone once again. If there is still a health hazard in the gathering of people and our government has imposed restrictions against it, then we will have to comply.</p>

<p>How can you be certain that the effects of the COVID-19 pandemic will not disrupt the concert causing you to postpone again or even cancel?</p>	<p>We cannot be 100% sure of how this pandemic will play out and when the lockdown regulations will end. It is for that reason that we chose to further postpone to 2021. We will, of course, pay close attention to the recommendations of the Department of Health and the President and take the necessary steps based on their decisions.</p>
<p>Has Cardi B confirmed that she will still be able to headline the 2021 Castle Lite Unlocks experience?</p>	<p>Yes, she has. We are happy that the legions of fans who bought tickets to see her will not be disappointed.</p>
<p>Will it still be a two-day experience just like 2019 or does the postponement change things?</p>	<p>The 2021 Castle Lite Unlocks experience has not yet been confirmed to that detail, however will be announced in due time.</p>
<p>Seeing as Sway Callowing hosted Castle Lite Unlocks in Bed With, and</p>	<p>Our line-up remains a closely-guarded secret. We know that everyone is just anxious to find out who</p>



also broke the news about the previous date, does this mean that he is hosting the main event in 2021?	is on the line up but, as always, we will reveal the line-up of performances and host/hosts at the most opportune time.
Are there any tickets still available for those wishing to purchase theirs for the new performance date?	Not at the moment. All ticket purchases will be on hold until we reveal the new date.