



2021 CASTLE LITE UNLOCKS CALLED OFF - FAQ SHEET

QUESTIONS:	ANSWERS:
<p>Is it not too soon to call off the event? Why not postpone to December like you did last year?</p>	<p>Castle Lite Unlocks not only takes months of planning, but it is also a campaign which involves months of promos and build-up events, none of which can happen without a performance date and while the country is still under strict restrictions.</p>
<p>This will now be the second year in a row without Castle Lite Unlocks, are you worried about the prominence of the property?</p>	<p>Not necessarily. Calling off the experience in 2020 as well as 2021 has been out of our control. We have to adhere to safety standards and abide by government regulations. Additionally, the Castle Lite Unlocks property has a powerful reputation spanning over 10 years as the biggest Hip-Hop experience in Africa.</p>
<p>Do you think the concerting arena/industry will still be the same after the pandemic?</p>	<p>Only time will tell. But what is evident now is that even after the pandemic, issues of health and hygiene will always remain at the fore front in our new normal. As a brand that hosts numerous live events throughout the year, we are prepared to adapt to the times and always ensure the safety of patrons.</p>
<p>Why didn't the experience go ahead as planned in December 2020 considering that the country was on level 1?</p>	<p>There were a number of issues which prevented live events at the scale of Castle Lite Unlocks to happen. Despite the country being at level 1, events of large gatherings still posed a danger as super spreaders of Covid-19 and it would've been very irresponsible of us to host such an event.</p>



<p>How do I go about getting a refund?</p>	<p>All valid ticket holders are entitled to a full refund of the purchase price. TicketPro will be processing all refunds as soon as they possibly can. Consumers who purchased tickets via Credit Card and Ozow will have their refunds processed automatically. However, those who made their purchases by EFT or in-store are required to send their details to info@ticketpros.co.za. The full list of ticket refunding requirements as stipulated by TicketPro is available on www.castlelite.co.za.</p>
<p>How long will I have to wait to get my refund?</p>	<p>Please note that refunds, once processed, can take up to 10 working days to reflect in your account.</p>
<p>I'm experiencing problems getting my refund from TicketPro, what should I do?</p>	<p>We advise consumers who are having any challenges with the refund process to send an email to info@ticketpros.co.za and a representative will be in touch ASAP.</p>
<p>Can I keep my ticket for the next Castle Lite Unlocks event?</p>	<p>No, all tickets will be refunded. Once we are in a space to host events again we will communicate next steps and open up new ticket sales.</p>
<p>Will the line-up change or can we still expect Cardi B to headline in 2022?</p>	<p>As soon as government relaxes restrictions in the country, Castle Lite will then communicate the way forward with Castle Lite Unlocks.</p>
<p>Castle Lite Unlocks 2020 was set to be a monumental occasion as Cardi B would've been the first female international headliner of the concert. Surely you have to book a female</p>	<p>Indeed, Cardi B's performance would've been a very special one for us and for fans of Castle Lite Unlocks. Castle Lite always strives to remain ahead of the curve and be innovative in everything that we do. Our choice of international headliner is</p>



<p>headliner again whenever the experience returns?</p>	<p>informed by relevance of a particular musician at that given point in time, as well as availability. So only once a new date has been set can we then have discussions regarding musicians that are most relevant in that period of time and whether or not we are able to secure a booking with their team.</p>
<p>What does this outbreak teach brands such as yourselves who host major public events?</p>	<p>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 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 in 2022?</p>	<p>In that case, we will have no choice but to postpone once again until such a time when we are allowed to host large public gatherings again. If there is still a health hazard in the gathering of people and our government has imposed restrictions against it, then we will comply.</p>
<p>Will Castle Lite Unlocks still be a two-day experience just like in 2019 or will this change going forward?</p>	<p>We will reveal all details pertaining to the next Castle Lite Unlocks once public events are allowed again.</p>