



2020 CASTLE LITE UNLOCKS: COVID-19 FAQ

QUESTIONS	ANSWERS
What happens to the ticket/s that I've already purchased?	Consumers who have purchased tickets should hold on to their tickets until a new date is confirmed. Tickets already bought will be valid for the new date.
What happens if I can't attend the event on the new date?	Once a new date is confirmed and ticket holders can't make the new date, you will be able to get a full refund. The refund amount will be the amount that the ticket was bought for.
Are complimentary tickets refundable	No. Complimentary tickets are non-refundable.
If I can't make the new date, can I transfer my ticket to someone else?	If you have purchased a ticket but do not want to use it yourself, then you have to forward it to the person who is going to use it to get into the event. Information on how to do this will be shared on the Castle Lite website (www.castlelite.co.za) and social media platforms.
Can I still get a refund even though the concert is postponed and not cancelled?	Yes. Castle Lite will share details of ticket refunds as soon as a new date has been confirmed. Please look out for these details on our social media pages, our website (www.castlelite.co.za) and in the media. Castle Lite will also contact ticket holders directly.
How do I go about getting a refund?	All consumers who have already purchased tickets will receive ticketing communication from the brand via SMS or email. Once we have revealed the new Castle Lite Unlocks 2020 details, we will then commence issuing refunds for those who still feel that they no longer wish to attend the experience.



<p>Will Cardi B still be the headline act?</p>	<p>Our talent management team is in discussions with Cardi B’s team on new dates that suit Cardi B. We will keep consumers informed with updates and information in due course.</p>
<p>If I need to change my travel plans due to the date change, who will cover my travel costs?</p>	<p>Consumers should contact the travel agent or airline they made travel arrangements with.</p>
<p>What are consumers supposed to do if they have already paid for travel arrangements?</p>	<p>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. Please contact your airline</p>
<p>How long will I have to get my refund?</p>	<p>Once the new dates are confirmed, information and updates will be shared on the Castel Lite website (www.castlelite.co.za) as well as social media platforms.</p>
<p>Will the event still take place at the same venue?</p>	<p>We are working on securing a new date. Once confirmed, we’ll inform consumers on the date and venue.</p>
<p>The concert is only in June – why postpone now?</p>	<p>We believe in showing great care for our consumers, and their health and safety is very important to us. We simply cannot move forward with this concert while the world is in the grips of the Coronavirus. As such, we have decided to postpone the event until such a time that it is safe to do so and fans of the Hip-Hop movement can come and celebrate the genre freely.</p>



<p>What is the new date?</p>	<p>The new date for Castle Lite Unlocks 2020 as well as all the other details and ticketing information will be revealed soon. Please keep checking out our social media pages, our website (www.castlelite.co.za) and the media for up-to-date information on Unlocks 2020.</p>
<p>Why the postponement?</p>	<p>The health and safety of our consumers is our highest priority. We simply cannot move forward with this concert in June while the world is in the grips of the Coronavirus. The concert will be postponed to a later date, which will be communicate soon.</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>Cardi B has expressed how scared she is at the outbreak of the Coronavirus – so much so that there is now a song about it. What are the chances of getting her to SA for Castle Lite Unlocks this year?</p>	<p>Our talent management team is currently in talks with Cardi B and her team in the USA. With the guidance of the World Health Organisation and the local Department of Health in mind, we are looking at an amicable solution. As soon as a new date is confirmed, we will share this information.</p>



What will you do if the ban of public gatherings continues until the end of the year?

Unfortunately, we cannot override the decisions made by our President and his team of advisors and ministers. Should they feel that a public ban is still the safest possible course of action for South Africa, then we will have no choice but to adhere.