



Ticket, Cancellation and Privacy Policy

Payment Methods

We accept several methods of payment to accommodate your needs, including American Express, Visa, MasterCard and cheque.

If paying by cheque, please address the cheque to "SportHamilton" and include "OPLS 2021" in the memo section.

Mail the cheque to:

SportHamilton/OPLS
PO Box 57060 Jackson Station Post Office
2 King Street West
Hamilton, Ontario
L8P 4W9

Once payment is received, a confirmation email will be sent.

Service Fees

All ticket purchases are subjected to non-refundable service fees. The service fees are used to pay for administrative costs and ticket collection services.

How to Cancel My Ticket Order

Requests for cancellations made after purchase are eligible for a full refund. All service fees are final and will **not be** subjected to a refund. To request for a cancellation, please email oplsghamilton@gmail.com with your full name, ticket number and reason for cancellation.

Orders approved for a cancellation will be sent a refund, depending on their method of purchase (i.e. ordered tickets by cheque -> the customer will receive a refund by cheque | ordered tickets by credit card -> the customer will receive a credit on their credit card) within **5-7 business days**.

How to Request a Refund

All tickets purchased before October 20, 2021 are eligible for a full refund. All service fees are final and will not be subjected to a refund. To request for a refund, please email oplsghamilton@gmail.com with your full name, ticket number and reason for refund.

Data Privacy

All personal data collected by OPLS is subjected to business and user identification purposes only. OPLS collects all data in a manner that is consistent with applicable privacy laws. No data is shared outside of the organization without explicit consent from the owner.