

Event Cancellation and Refund Policy

1. Event Cancellation by Organiser

In the unlikely event that the organiser must cancel the event due to unforeseen circumstances (e.g. weather, illness, venue issues), attendees will be notified as soon as possible via the contact information provided during registration.

- **Full Refund:** A 100% refund will be issued to all ticket holders within 28 business days of cancellation.
- **Rescheduled Event:** If the event is rescheduled, tickets will automatically transfer to the new date. If you are unable to attend the rescheduled event, a full refund may be requested within 7 days of the new date announcement.

2. Event Postponement

If the event is postponed:

- Tickets will be valid for the new date.
- If you are unable to attend, you may request a full refund within 7 days of notification.

3. Attendee-Initiated Cancellations

Refund eligibility for attendee cancellations is as follows:

- **More than 30 days before event:** Full refund, minus a processing fee (if applicable).
- **15–30 days before event:** 50% refund.
- **Less than 15 days before event:** No refund.

4. Non-Refundable Fees

Please note that transaction or processing fees charged at the time of purchase are non-refundable.

5. Ticket Transfers

If you are unable to attend, tickets are transferable. Please contact us to update the attendee's names at least 48 hours before the event.

6. Force Majeure

The organiser is not responsible for refunding tickets or rescheduling the event due to circumstances beyond our control, including but not limited to natural disasters, government restrictions, pandemics, or civil unrest. In such cases, refund policies will be determined at the organiser's discretion.