



Attend Refunds & Ticket Policy (v1)

Effective date: 28 January 2026 **Last updated:** 14 June 2026

This Refunds & Ticket Policy ("**Refund Policy**") explains how refunds and ticket issues work on Attend. It applies to attendees who purchase tickets through Attend. This Refund Policy forms part of the **Attend Terms of Service**.

1) The basics

1.1 No change-of-mind refunds

Tickets are **not refundable** because you change your mind, can't attend, or your circumstances change.

1.2 Booking fee

A **booking fee** is charged at checkout (currently **3.7%**).

Booking fee refunds: the booking fee is **non-refundable**, **except where a refund is required by law**.

1.3 Refund method

Where a refund is approved, it will be issued to the **original payment method** (unless we are legally required to do something different).

1.4 Processing time

We aim to process approved refunds within **5 business days**. Approved refunds are normally processed in a daily batch (in the evening, event-local time). Your bank/payment provider may take additional time to complete the refund.

2) When refunds are available

Refunds may be available in these situations:

2.1 Event cancellation

If an event is **cancelled**, you are entitled to a refund of the **ticket price**, and we will normally issue it automatically without you needing to request it.

2.2 Significant date/time changes

If an event's date or time changes significantly, this is treated as a **material change** (see 2.3). A refund of the ticket price may be available, and significant reschedules are the kind of change for which we would normally expect to offer a refund where you can no longer attend.

2.3 Material changes (case-by-case)

Some changes may be considered **material** (for example, changes to venue/location, key performers/line-up, or what was advertised).

- Attend decides whether a change is "material" and what remedies are offered.
- Where a refund is offered for a material change, you can request it within the refund request window in section 3.

2.4 Events removed or suspended by Attend

If Attend removes or suspends an event due to an organiser policy breach or risk issue, we may treat the event as cancelled and refunds may be available for the ticket price.

3) The refund request window and how to request

Refund requests are made **in-app from your order/ticket**.

3.1 The refund request window

For refunds that require a request (such as material changes, organiser-approved refunds, or event issues), you can submit your request **up to 48 hours after your ticket's entitlement window ends** — that is, 48 hours after the period your ticket gave you access to (for a one-night event, the end of the event; for a weekend pass, timed entry, or stream replay, the end of that ticket's access period).

After that point, the in-app refund request path for that ticket closes. You will see a message telling you the window has closed, and you can still **report an issue** with the event or organiser. (We note when the refund section is opened after the window has closed.)

This window does not reduce your legal rights, and does not apply to automatic refunds.

Cancelled events are refunded automatically under section 2.1 and are not subject to this 48-hour window. Material changes — including significant date/time changes — are assessed under section 2.3, and nothing in this policy removes a refund you are entitled to by law.

3.2 Automation

At launch, approved refunds are processed automatically in a daily run. Refund batches above a certain value may be reviewed before processing; if they are, and no decision is made within 10 working days, they are issued automatically.

A note on scams: all official refund communications from Attend come through your in-app inbox and email — never by direct message. Attend will never DM you asking for bank details, card numbers, or to "process a refund" in a private message. Report any such message.

4) What is refunded

4.1 Ticket price

Where a refund is approved under this Refund Policy, we refund the **ticket price**.

4.2 Booking fee

The booking fee is **not refunded**, except where required by law.

5) Entry issues and venue decisions

5.1 Refusal of entry

Event organisers/venues may refuse entry (for example, for ID checks, venue capacity, behaviour, dress code, or other rules).

Refunds are not guaranteed where an attendee is refused entry, unless a refund is required by law.

5.2 Age-restricted events (18+)

For age-restricted events, organisers/venues may require ID at entry.

If you cannot provide valid ID or do not meet the age requirement, you may be refused entry and may not be entitled to a refund, except where required by law.

6) Chargebacks and disputes

If you raise a chargeback or payment dispute, we may request information to investigate and respond. We may restrict accounts where we reasonably believe there is fraud or abuse.

7) Contact

If you need help with a refund request, contact Support@Attendit.app.

