

REFUND & CANCELLATION POLICY

Version 1.0

1. Introduction

This policy explains the refund, cancellation, rescheduling, and payment rules for all events listed on the SeeShow platform. By purchasing or registering for an event, every attendee agrees to these rules.

2. Key Definitions

- SeeShow – The official event ticketing platform.
- Organizer – The person or company managing the event.
- Attendee – Anyone who purchases or registers for an event.
- Ticket – Digital or physical entry pass.
- Platform Fee – Convenience, service, or technology fee charged by SeeShow.

3. Refund Rules

- Each Organizer sets their own refund policy.
- Refund eligibility and deadlines may differ for every event.
- Always read the event refund policy before purchasing a ticket.
- Buying a ticket means you accept that event's refund terms.

4. Customer Refund Requests

- Refund requests must follow the Organizer's refund policy.
- Refunds can only be requested through the approved SeeShow process.
- Additional documents may be requested for verification.

5. If Organizer Cancels the Event

- Eligible attendees will receive a refund of the ticket amount after verification.
- The Organizer is responsible for providing refunds.
- SeeShow may assist with processing refunds.
- Platform fees are generally non-refundable.

6. If Event is Rescheduled

- Existing tickets remain valid for the new event date.
- If you cannot attend the new date, you may request a refund.

- Approved refunds cover the ticket amount only.
- Platform fees remain non-refundable.

7. Non-Refundable Charges

- Platform fees are non-refundable.
- Payment gateway charges, taxes, and third-party fees may also be non-refundable.

8. No Refund Will Be Given If

- Attendee does not attend the event.
- Attendee arrives late.
- Event rules or venue policies are violated.
- Refund request is submitted after the deadline.
- Incorrect booking information was provided.
- Attendee is unhappy with the event without any major issue from the Organizer.

9. Free Events

- Free event registrations are not eligible for monetary refunds.
- Organizers may cancel, postpone, or modify free events.
- SeeShow is not responsible for travel or accommodation expenses.

10. Duplicate Payments

- Verified duplicate transactions caused by technical issues may be refunded.
- Proof of duplicate payment may be required.

11. Refund Processing

- Approved refunds are sent to the original payment method.
- Processing time depends on banks, UPI, card issuers, payment gateways, and regulations.
- SeeShow is not responsible for delays caused by financial institutions.

12. Chargebacks

- Contact SeeShow Support before raising a payment dispute.
- Fraudulent chargebacks may result in account restrictions.

13. Liability

- SeeShow only provides the technology platform.
- Event management remains the Organizer's responsibility.
- SeeShow is not liable for organizer actions, venue issues, or event execution.

14. Policy Updates

- SeeShow may update this policy at any time.
- Updated versions become effective once published.

15. Support

For refund, cancellation, or event-related questions, please contact the official SeeShow Customer

Support team.