REFUND POLICY

At Clubtickets, we strive to ensure a smooth and satisfactory experience for our customers.

Our refund policy is outlined below:

1. Eligibility for Refund:
• Refund requests must be submitted within 7 days of purchase.
• Only the ticket fee is eligible for a refund. Transaction fees are non-refundable.
2. Refund Process:
• Upon approval of a refund request, the ticket fee will be refunded after deducting the transaction fee.
• The transaction fee, which includes processing and service charges, is retained by our payment processors and is therefore non-refundable.
3. How to Request a Refund:
• Customers must submit a refund request through our official [refund request form/contact page].
• Refund requests will be processed within 7-10 business days.
4. Conditions for Refund:
• The original method of payment will be used for the refund.
• Tickets purchased as part of a bundle or package may be subject to additional terms and conditions.
5. Exclusions:
• Promotional and discounted tickets are not eligible for refunds unless stated otherwise.

By purchasing tickets through our website, you agree to the terms of this refund policy.

For any questions or concerns, please contact our customer support team at accounts@clubtickets.co.za.