

Refund & Cancellation Policy

We are committed to fair, transparent, and timely resolutions for all ticket buyers and event organisers on the Williee platform.

Effective: 1 June 2025

Last Revised: 1 May 2026

Governed by: Consumer Protection Act (SA)

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1 Overview

This Refund & Cancellation Policy governs all refund and cancellation requests made by ticket buyers on the Williee platform. It is designed to balance fairness for both Ticket Buyers and Event Organisers, in accordance with the **Consumer Protection Act 68 of 2008** and general principles of equitable commerce.

Williee operates as a technology intermediary marketplace. Refund eligibility and approval are determined by the circumstances outlined below. Where applicable, refunds are processed through the original payment method via our payment processor, **Paystack**.

Please Note: Williee is in an active build and launch phase. Certain automated refund workflows may be processed manually during this period. Our support team is available to assist with all refund and cancellation requests at support@williee.co.za.

2 Event Cancellation by Organiser

SCENARIO

FULL REFUND GUARANTEED

Organiser Cancels the Event

If an event is cancelled by the Organiser for any reason, all Ticket Buyers are entitled to a **full refund** of the ticket purchase price, including any booking fees charged by Williee.

PROCESS

- The Organiser must notify Williee of the cancellation in writing as soon as possible.
- Williee will notify all affected Ticket Buyers via email within 48 hours of confirmed cancellation.
- Refunds will be initiated automatically or processed manually within 5–7 business days.
- Refund amounts will be credited to the original payment method used at purchase.
- The cost of refunds will be deducted from the Organiser's pending or future payouts on the Platform.

3 Event Postponement or Rescheduling

SCENARIO

CONDITIONAL REFUND

Organiser Postpones or Reschedules the Event

If an event is postponed or rescheduled to a new date, the following applies:

- All purchased tickets will automatically remain valid for the rescheduled event date.
- Ticket Buyers who are unable to attend the rescheduled date may request a full refund within **7 calendar days** of being notified of the new date.
- Refund requests submitted after this window may be declined at Williee's discretion.
- Ticket Buyers who do not request a refund within the stipulated window are deemed to have accepted the rescheduled date.

How to Request: Email support@williee.co.za with your order reference, name, and reason for the request within the 7-day window.

SCENARIO

ORGANISER-DEPENDENT

Buyer Changes Their Mind or Cannot Attend

Williee does not provide automatic refunds for buyer-initiated cancellations where the event itself is proceeding as planned.

Refund eligibility for buyer-initiated requests depends on the **refund policy set by the Event Organiser** at the time of listing. Organisers may offer:

- **Full refund window:** Refunds permitted up to a specified number of days before the event.
- **Partial refund:** A percentage refund offered based on how close to the event the cancellation occurs.
- **No refunds:** Some events may be listed as strictly non-refundable, which will be clearly disclosed at checkout.

Williee strongly encourages Ticket Buyers to review the Organiser's stated refund terms on the event listing page before completing their purchase.

Non-Refundable Situations

SCENARIO

NO REFUND

The following situations do not qualify for a refund

- The Ticket Buyer is denied entry for violating the Organiser's or venue's code of conduct.
- The Ticket Buyer arrives after the event has concluded or entry has closed.
- The Ticket Buyer presents a tampered, duplicated, or invalid ticket.
- The event proceeds as planned and the Organiser's policy does not permit buyer-initiated refunds.
- Refund requests submitted after the stipulated deadline.
- Disputes related to event quality, entertainment value, or subjective experience (these are escalated as disputes to the Organiser, not processed as refunds by Williee).

1

Request Submitted

Ticket Buyer submits a refund request via support@williee.co.za with order reference and supporting details.

2

Review (1–2 Business Days)

Williee support reviews the request against the applicable policy scenario (cancellation, postponement, or buyer-initiated) and verifies eligibility.

3

Approval & Initiation (Within 5 Business Days)

Approved refunds are initiated via Paystack to the original payment method used at checkout. Buyer receives a confirmation email.

4

Funds Received (5–10 Business Days Total)

Depending on the Ticket Buyer's bank or card provider, refunded funds typically reflect within 5–10 business days from initiation.

Refund Method: Refunds are always processed back to the original payment method. Williee does not offer cash refunds, vouchers, or alternative methods unless explicitly agreed in writing.

7

Disputes & Chargebacks

Williee takes all disputes seriously and follows a structured resolution process.

7.1 DISPUTE PROCESS

- 1. Internal Review:** All disputes are first handled by Williee's support team. Contact us at support@williee.co.za.
- 2. Evidence Collection:** We collect transaction records, ticket confirmations, event details, and any relevant Organiser correspondence.
- 3. Resolution Attempt:** We facilitate a fair resolution between the Ticket Buyer and the Organiser, aiming to resolve disputes within 10 business days.
- 4. Escalation:** Where internal resolution fails, the dispute may be escalated to binding arbitration or referred to applicable consumer protection authorities.

7.2 CHARGEBACKS

If a Ticket Buyer initiates a chargeback with their bank or card provider:

- Williee will work with Paystack to submit all supporting documentation, including proof of purchase and event details.
- Where a chargeback is upheld, the reversed amount will be recovered from the Organiser's pending or future payouts.
- Repeated or fraudulent chargebacks by Ticket Buyers may result in account suspension.
- Organisers with high chargeback rates may be suspended or removed from the Platform.

Important: We strongly encourage Ticket Buyers to contact Williee support before initiating a chargeback. Most issues can be resolved faster through our dispute process than through a card issuer chargeback, which may take several weeks.

8 Organiser Obligations Regarding Refunds

Event Organisers who list events on Williee agree to the following obligations:

- Clearly state their refund policy on the event listing page before tickets go on sale.
- Honour all stated refund commitments made to Ticket Buyers.
- Notify Williee immediately in writing upon decision to cancel or postpone an event.
- Acknowledge that refund costs arising from cancellations or dispute resolutions may be deducted from their payouts.
- Cooperate with Williee in the resolution of all buyer disputes in a timely manner.

Failure to comply with these obligations may result in payout holds, account suspension, or removal from the Platform.

9 Contact Us

For all refund requests, cancellation queries, or dispute escalations:

Williee Customer Support

Email: support@williee.co.za

Website: williee.co.za

Please include your **order reference number**, registered email address, and a brief description of your request to ensure the fastest possible resolution.

For legal and compliance matters: legal@williee.co.za

Williee

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Compliant with the Consumer Protection Act 68 of 2008 (South Africa)