

# Terms of Service

Please read these terms carefully before using the Williee platform. By accessing or using our services, you agree to be bound by these terms.

Effective: 1 June 2025

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Jurisdiction: Republic of South Africa

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## 1 About Williee

Williee (operated via **williee.co.za**) is a South African event discovery, ticketing, and social networking platform that connects event organisers with ticket buyers. Williee provides the technology infrastructure through which events are listed, tickets are sold, and communities are built.

Williee is not an event organiser and does not produce, manage, or take responsibility for the events listed on the platform. We act as an intermediary marketplace that facilitates transactions between event organisers (Service Providers) and ticket buyers (Users).

Payments on the Williee platform are processed by **Paystack**, a licensed payment service provider. Williee does not operate as a bank, payment institution, or financial services provider. All funds collected from ticket sales are processed and held within Williee's designated Paystack merchant account prior to disbursement to event organisers.

- **"Platform"** means the Williee website, web application, and any associated mobile applications accessible at williee.co.za.
- **"User"** means any individual who accesses or uses the Platform, including Ticket Buyers and Organisers.
- **"Organiser" / "Event Organiser"** means a registered individual or entity that lists events and sells tickets through the Platform.
- **"Ticket Buyer"** means a User who purchases event tickets via the Platform.
- **"Event"** means any activity, gathering, performance, or experience listed on the Platform by an Organiser.
- **"Ticket"** means a digital proof of purchase granting the Ticket Buyer access rights to an Event as specified by the Organiser.
- **"Commission Fee"** means the percentage-based fee Williee deducts per ticket sold as described in Section 6.
- **"Paystack"** means Paystack Payments (Pty) Ltd, Williee's third-party payment processing partner.
- **"Payout"** means the net amount disbursed by Williee to the Organiser after deduction of Commission Fees and Paystack transaction charges.

## Eligibility & Account Registration

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To use Williee, you must be at least **18 years of age** and legally capable of entering into binding agreements under applicable South African law.

### 3.1 USER ACCOUNTS

All users are required to create an account to purchase tickets or list events. You agree to provide accurate, current, and complete information during registration and to keep your account details updated at all times.

### 3.2 ORGANISER ONBOARDING

Event Organisers undergo a structured onboarding process which includes:

- Account registration with valid contact and business details
- Profile setup including brand description and references
- KYC (Know Your Customer) verification, which may include identity and/or business documentation

- Internal content review and approval before any event is published

Williee reserves the right to decline, suspend, or revoke Organiser status at its sole discretion.

### **3.3 ACCOUNT SECURITY**

You are solely responsible for maintaining the confidentiality of your login credentials. Williee will not be liable for any loss or damage arising from unauthorised account access due to your failure to protect your credentials.

## **4 Event Organiser Obligations**

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By listing an event on Williee, Organisers agree to the following:

### **4.1 ACCURACY OF INFORMATION**

Organisers warrant that all event details — including dates, times, locations, ticket pricing, descriptions, and media — are accurate, complete, and not misleading. Organisers must update event details promptly if any information changes.

### **4.2 COMPLIANCE**

Organisers are solely responsible for ensuring their events comply with all applicable laws, regulations, venue bylaws, licensing requirements, and health and safety standards. This includes obtaining all necessary permits, licenses, and authorisations.

### **4.3 TICKET PRICING**

Organisers set their own ticket prices and pricing structures. Williee may provide guidance but does not control or regulate event pricing. Organisers are responsible for VAT and tax obligations arising from ticket sales where applicable.

### **4.4 EVENT CANCELLATION OR POSTPONEMENT**

In the event of cancellation or postponement, Organisers must notify Williee and Ticket Buyers as soon as practicable. Cancellations trigger mandatory full refunds to Ticket Buyers. Organisers acknowledge that refund costs arising from cancellations will be recovered from their pending payouts.

### **4.5 ONGOING MONITORING**

Williee continuously monitors Organiser accounts for user feedback, irregular activity, and policy compliance. Organisers with elevated dispute rates, fraudulent activity, or policy violations may be suspended or permanently removed from the Platform.

By purchasing a ticket on Williee, Ticket Buyers agree that:

- Tickets are purchased directly for events organised and managed by independent Organisers — not by Williee.
- Tickets grant access to a specific event as described at the time of purchase. Entry is at the Organiser's discretion and subject to their event terms and venue rules.
- Tickets are non-transferable unless the Organiser expressly permits transfers.
- Digital tickets must be presented at the point of entry in a valid, unaltered format. Williee and Organisers reserve the right to refuse entry for invalid, duplicated, or tampered tickets.
- Ticket Buyers are responsible for their conduct at events. Removal from an event due to behaviour does not entitle the buyer to a refund.

**Important:** Williee acts as a technology intermediary. Disputes regarding event quality, access, or experience are primarily between the Ticket Buyer and the Organiser. Williee will, however, assist in facilitating dispute resolution as outlined in our Refund & Cancellation Policy.

### 6.1 PAYMENT PROCESSING

All ticket payments are processed securely via **Paystack** in accordance with Paystack's Terms of Service and applicable payment regulations. Williee does not store payment card information. Buyers are subject to Paystack's payment processing terms in addition to these Terms.

### 6.2 FUNDS FLOW

Upon a successful transaction, the payment flow is as follows:

- The Ticket Buyer completes payment through Paystack's secure checkout.
- Paystack processes the payment and deducts its applicable transaction processing fees.
- The remaining amount is collected into Williee's designated Paystack merchant account.
- Williee retains its Commission Fee per ticket sold.
- The net Payout is disbursed to the Organiser's nominated account following the event.

**Note on Fund Holding:** Williee does not independently hold or custodise funds. All funds reside within Williee's regulated Paystack merchant account. Williee does not operate as a bank or payment institution and does not require a banking licence to facilitate this payment flow. Paystack is the regulated payment service provider governing fund custody and disbursement.

### 6.3 COMMISSION & FEES

Williee operates primarily on a **commission-based model**, charging a percentage fee per ticket sold. The applicable rate will be disclosed to Organisers during onboarding and in their Organiser Agreement. No mandatory subscription or listing fees apply to standard event listings. Optional promotional and featured listing upgrades may be available in future.

### 6.4 PAYOUT SCHEDULE

Payouts to Organisers are processed post-event, typically within **3–7 business days** following the event date, subject to the absence of disputes, chargebacks, or compliance holds. Williee reserves the right to withhold payouts pending the resolution of any disputes or risk reviews.

### 6.5 CHARGEBACKS

In the event of a chargeback, Williee will work with Paystack to submit supporting evidence including transaction records, ticket confirmations, and event documentation. Where a chargeback is upheld, the associated amount will be recovered from the Organiser's pending or future payouts. Organisers with persistent chargeback issues may be suspended from the Platform.

## 7 Refunds & Cancellations

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Please refer to our standalone **Refund & Cancellation Policy** for full details. A summary is as follows:

- **Event Cancellation by Organiser:** Full refund to Ticket Buyer.
- **Event Postponement:** Tickets remain valid for the rescheduled date. Refund requests within the defined window will be honoured.
- **Buyer-Initiated Refunds:** Subject to the Organiser's stated refund policy at time of purchase.
- **Processing Timeline:** Approved refunds processed within 5–10 business days via original payment method.

## 8 Prohibited Conduct

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Users and Organisers may not use the Platform to:

- List fraudulent, fictitious, or misleading events
- Sell counterfeit or unauthorised tickets
- Engage in ticket scalping or price manipulation in violation of applicable law
- Violate any applicable law or regulation, including those relating to unlicensed events or gatherings
- Transmit malicious code, spam, or conduct denial-of-service attacks
- Collect or harvest personal data of other Users without authorisation
- Impersonate another person, entity, or Williee itself
- Engage in money laundering, fraud, or any other financial crime

Violations may result in immediate account suspension, legal action, and reporting to relevant authorities.

## 9 Intellectual Property

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All intellectual property on the Platform, including but not limited to the Williee brand, logo, software, design, and content created by Williee, remains the exclusive property of Williee. You are granted a limited, non-exclusive, non-transferable licence to use the Platform solely for its intended purposes.

Organisers retain ownership of their submitted event content (images, descriptions, media) but grant Williee a non-exclusive, royalty-free licence to display and distribute such content for the purpose of operating and promoting the Platform.

## 10 Disclaimer & Limitation of Liability

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The Platform is provided on an "as is" and "as available" basis. Williee makes no warranties, express or implied, regarding the uninterrupted availability or error-free operation of the Platform.

To the maximum extent permitted by South African law, Williee's aggregate liability for any claim arising out of or related to these Terms or use of the Platform shall not exceed the total Commission Fees earned by Williee from the relevant transaction giving rise to the claim.

Williee is not liable for the quality, safety, legality, or any other aspect of events hosted by Organisers. All representations regarding events are made by the respective Organisers, who bear primary liability.

Williee reserves the right to suspend or terminate any account, or to restrict access to the Platform, at its sole discretion and without prior notice, where it reasonably believes a User or Organiser has violated these Terms, applicable law, or poses a risk to other users or the integrity of the Platform.

Users may terminate their account at any time by contacting support. Termination does not extinguish obligations arising from transactions completed prior to termination.

## Governing Law & Dispute Resolution

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These Terms of Service are governed by and construed in accordance with the laws of the **Republic of South Africa**, including the Electronic Communications and Transactions Act 25 of 2002 (ECT Act), the Consumer Protection Act 68 of 2008, and the Protection of Personal Information Act 4 of 2013 (POPIA).

Any disputes arising from or relating to these Terms shall first be referred to mediation between the parties. If mediation fails to resolve the dispute within 30 days, either party may refer the matter to the jurisdiction of the South African courts.

## Contact Us

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For questions, concerns, or legal notices related to these Terms of Service, please contact:

### **Williee Support & Legal**

Website: [williee.co.za](http://williee.co.za)

Email: [legal@williee.co.za](mailto:legal@williee.co.za)

Jurisdiction: Republic of South Africa

