

DIGITAL FULFILMENT POLICY

Ticket Delivery & Digital Fulfilment Policy

Everything you need to know about how your tickets are delivered, managed, and validated on the Williee platform.

Effective: 1 June 2025

Last Revised: 1 May 2026

Applies to: All Ticket Types



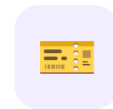
Email Delivery

Tickets sent to your registered email address within minutes of payment confirmation.



WhatsApp Delivery

Tickets also sent via WhatsApp to your registered mobile number for fast, convenient access.



My Tickets Portal

Access, download, and manage all your tickets anytime from your Williee account dashboard.

TABLE OF CONTENTS

- Overview
- Delivery Timeline
- Non-Delivery & Resending
- Entry & Admission
- Duplicate & Fraud Prevention
- Cancellations & Refunds
- Organiser Responsibilities
- Ticket Delivery Methods
- Ticket Format & Content
- Ticket Validity & Expiry
- Ticket Transfers
- Failed Payments
- Technical Issues
- Governing Terms

1 Overview & Scope

This Ticket Delivery & Digital Fulfilment Policy governs the process by which Williee delivers purchased digital tickets and related event access credentials to ticket buyers following the successful completion of a payment transaction on the Williee platform (williee.co.za).

Williee is a digital-first platform. All tickets issued through the Platform are in **digital format only**. No physical tickets are printed or dispatched by post. This policy applies to all ticket types, including General Admission, VIP, Early Bird, Group, and any other ticket category listed by an Event Organiser on the Platform.

Fulfilment Commitment: Williee is committed to ensuring that every ticket buyer receives their ticket(s) promptly, securely, and through at least one verified digital channel immediately upon confirmed payment. Where primary delivery fails, automatic fallback and support mechanisms are in place to ensure fulfilment within a maximum of 24 hours.

2 Ticket Delivery Methods

Upon successful payment confirmation, tickets are delivered simultaneously through the following channels:



Email Delivery PRIMARY

A digital ticket is sent to the email address registered on the buyer's Williee account or provided at checkout. The email includes:

- A unique QR code per ticket for event entry
- Order reference number and booking confirmation
- Event name, date, time, and venue details
- Ticket type and seat/zone information (where applicable)



WhatsApp Delivery ALSO SENT

For added convenience, a ticket notification is also sent via WhatsApp to the mobile number linked to the buyer's account. The WhatsApp message includes:

- Booking confirmation message with order reference
- Event summary (name, date, venue)
- A direct link to view and download the ticket from the Williee portal

- Terms of entry and organiser instructions
- A PDF attachment for easy saving and printing

- A QR code image for quick offline access at the venue
- Support contact details for any queries

2.3 MY TICKETS — ACCOUNT PORTAL

In addition to the above delivery channels, all purchased tickets are automatically stored and accessible via the buyer's Williee account under the **"My Tickets"** section. This provides a permanent, on-demand access point that is independent of email or WhatsApp delivery. Buyers can:

- View all current and past ticket purchases
- Download or re-download their tickets at any time prior to the event
- Access QR codes directly from the portal on their mobile device at the event
- Request a resend of their delivery notifications

Ensure Your Details Are Correct: Tickets are delivered to the email address and mobile number registered on your Williee account. It is the buyer's responsibility to ensure these contact details are accurate and up to date before completing a purchase. Williee cannot be held responsible for non-delivery resulting from incorrect contact information provided by the buyer.

3 Delivery Timeline

Ticket delivery is automated and triggered in real time by Paystack's payment confirmation signal. The following timeline applies from the moment a payment is completed:

1 Payment Initiated **T = 0**
Buyer completes payment on the Williee checkout page via Paystack's secure payment gateway.

2 Payment Confirmed **WITHIN 30 SECONDS**
Paystack processes the transaction and sends a real-time payment confirmation webhook to Williee's system. The order is marked as fulfilled.

3 Ticket Generated **IMMEDIATE**
Williee's system generates a unique digital ticket with a cryptographically signed QR code tied to the buyer's order reference.

4

Email & WhatsApp Dispatched

WITHIN 5 MINUTES

The ticket confirmation email and WhatsApp notification are dispatched simultaneously to the buyer's registered contact details. Most buyers receive their tickets within 1–3 minutes of payment.

5

Portal Updated

IMMEDIATE

The ticket is immediately visible in the buyer's "My Tickets" dashboard, accessible via williee.co.za at any time.

6

Non-Delivery Escalation Window

IF NOT RECEIVED WITHIN 30 MIN

If the buyer has not received any delivery confirmation within 30 minutes, they should check their spam/junk folder and WhatsApp, then contact Williee support. See Section 5 for full non-delivery procedures.

Note on Bank Processing Delays: In rare cases, Paystack may experience a brief processing delay due to bank-side authentication requirements (e.g., 3D Secure verification). Ticket delivery will proceed as soon as Paystack's payment confirmation is received by Williee's system. Buyers whose payments are pending bank verification will receive their tickets once the payment is finalised.

4

Ticket Format & Contents

All Williee tickets are issued in **digital format** and contain the following standardised information:

**Unique QR Code**

Each ticket has a cryptographically unique QR code used for entry scanning at the venue.

**Order Details**

Order reference, ticket type, quantity, and total amount paid are included for record-keeping.

**Event Information**

Event name, date, time, venue name, and address are clearly displayed on every ticket.

**Buyer Name**

The registered name of the ticket buyer as provided at the time of

**Ticket Tier**

The ticket category (e.g., General Admission, VIP, Early

**PDF Attachment**

A downloadable PDF version is attached to the email for printing

account creation or checkout.

Bird) and any associated access permissions.

or offline storage on mobile.

4.1 TICKET PERSONALISATION

Where an Event Organiser requires named tickets (i.e., tickets linked to a specific individual's identity), this will be clearly stated on the event listing page at the time of purchase. Named tickets may require the buyer to present a valid form of identification at the venue entrance alongside their digital ticket.

4.2 GROUP BOOKINGS

When multiple tickets are purchased in a single transaction, each ticket is generated as an individual digital ticket with its own unique QR code. All tickets are included in the same delivery email and WhatsApp message, and are each individually accessible via the "My Tickets" portal.

5 Non-Delivery & Ticket Resend

If you do not receive your ticket(s) within 30 minutes of a confirmed payment, please follow the steps below before contacting support:

5.1 SELF-SERVICE CHECKS (DO THESE FIRST)

- **Check your spam/junk folder:** Automated emails from Williee may occasionally be filtered by email providers. Search for emails from *tickets@williee.co.za* or *noreply@williee.co.za*.
- **Check WhatsApp:** Verify that the WhatsApp message was not filtered or missed. Ensure your mobile number on your Williee account is correct.
- **Log into your account:** Visit williee.co.za → **My Tickets**. If the payment was successful, your ticket will be available here even if email/WhatsApp delivery failed.
- **Check payment status:** Verify with your bank or card provider that the payment was successfully processed. Pending transactions will not trigger ticket delivery.

5.2 REQUESTING A RESEND

If the ticket is visible in your "My Tickets" portal but delivery notifications were not received, you may request a resend directly from the portal by clicking the **"Resend Ticket"** button on your order. This will re-trigger both the email and WhatsApp delivery.

5.3 CONTACTING SUPPORT

If your ticket is not visible in the portal and your payment has been confirmed by your bank, contact Williee support immediately:

Email: support@williee.co.za

WhatsApp Support: Available via the contact link on williee.co.za

Please include your **full name, registered email address, order reference number** (if available), and **proof of payment**. Williee's support team will investigate and resolve non-delivery issues within **2 business hours** during operating hours.

5.4 MAXIMUM RESOLUTION WINDOW

Williee commits to resolving all confirmed non-delivery cases within **24 hours** of a support request being submitted, provided the payment transaction has been confirmed by Paystack. Resolutions may include ticket resend, portal access restoration, or — where a payment was taken but the transaction cannot be verified — a full refund in line with our Refund & Cancellation Policy.

6 Ticket Validity & Expiry

Scenario	Ticket Status	Outcome
Event is upcoming and ticket is unused	Valid	Ticket grants full access on the event date
Event date has passed, ticket was used	Expired	Ticket is archived in "My Tickets" for record purposes
Event date has passed, ticket was not used	Expired	Ticket is no longer valid; no refund unless cancelled by organiser
Event is postponed to new date	Valid (updated)	Ticket automatically remains valid for the rescheduled date
Event is cancelled by organiser	Cancelled	Full refund triggered — see Refund & Cancellation Policy
Ticket is duplicated or tampered with	Invalid	Entry refused; no refund

Scenario	Ticket Status	Outcome
Payment reversed or refunded	Revoked	Ticket is automatically invalidated in the system

Tickets do not expire before the event date unless explicitly cancelled, revoked due to a refund, or invalidated due to fraud. Ticket expiry notifications are not sent proactively; buyers are responsible for attending events on the correct date and within the event's entry window.

7 Entry & Admission at the Venue

To gain entry to an event, ticket buyers must present a valid digital ticket with a scannable QR code. The following entry requirements apply:

7.1 PRESENTING YOUR TICKET

- Display the QR code on your mobile device screen (from email, WhatsApp, or the Williee portal) for scanning at the entry point.
- Alternatively, a printed copy of the PDF ticket is accepted where the organiser's venue permits.
- The QR code must be clearly visible, unobstructed, and undamaged to ensure successful scanning.
- Screenshotted QR codes are accepted provided the full code is visible and scannable.

7.2 IDENTIFICATION REQUIREMENTS

For standard general admission tickets, identification is not required unless explicitly stated by the Event Organiser on the event listing. For named or VIP tickets, or events with age restrictions, valid government-issued identification may be required at the point of entry alongside the ticket. Williee will display any such requirements clearly on the event listing page.

7.3 TICKET SCANNING & VALIDATION

Each ticket QR code is a single-use code. Once scanned at the event entrance, the code is marked as used in Williee's system and cannot be re-used for re-entry. Event Organisers are provided with a Williee check-in tool to scan and validate tickets at the venue.

7.4 REFUSED ENTRY

Entry may be refused where:

- The QR code has already been scanned (duplicate use detected)

- The ticket has been invalidated due to a refund or chargeback
- The ticket cannot be verified in the Williee system
- The buyer fails to meet age restrictions or the Organiser's code of conduct
- The buyer's conduct at entry is deemed unacceptable by the Organiser or venue management

Entry refusal on grounds not related to ticket validity (e.g., code of conduct) does not entitle the buyer to a refund.

8 Ticket Transfers

Ticket transfers allow a buyer to reassign a purchased ticket to another individual. The following rules apply:

- Ticket transfers are only permitted where explicitly enabled by the Event Organiser on the event listing.
- Where transfers are permitted, buyers may initiate a transfer via the "My Tickets" portal before the event date.
- Only one transfer per ticket is permitted. Transferred tickets cannot be transferred again.
- Transferred tickets are invalidated in the original buyer's account and re-issued to the recipient's Williee account or email address.
- Transferring a ticket to a third party for compensation (resale) without the express written permission of the Event Organiser is strictly prohibited and may result in ticket invalidation.

Anti-Scalping: Williee prohibits the resale of tickets at inflated prices. Tickets found to be listed or sold for amounts exceeding the original face value on secondary platforms, without organiser authorisation, will be invalidated and the associated account suspended.

9 Duplicate Tickets & Fraud Prevention

Each ticket generated on the Williee platform carries a cryptographically unique QR code that is tied to the specific order, buyer account, and event. Williee implements the following measures to prevent duplication and fraud:

- **Single-use QR codes:** Each QR code is valid for one scan only. Any attempt to use the same QR code more than once will be flagged and denied at entry.

- **Order binding:** Each ticket is cryptographically bound to its order reference. Altered or reconstructed tickets will fail validation.
- **Real-time validation:** Ticket scans are validated against Williee's live database in real time during entry. Invalidated, expired, or refunded tickets are instantly rejected.
- **Account monitoring:** Williee monitors for irregular patterns in ticket purchase behaviour, including bulk purchases for resale and account sharing.

Reporting Fraud: If you believe your ticket has been copied, shared without your consent, or that a fraudulent ticket has been issued for an event you are attending, please contact Williee support at support@williee.co.za immediately. We will investigate and take necessary action, including ticket revalidation.

10 Failed or Pending Payments

Ticket delivery is only triggered upon a **confirmed, successful payment** as verified by Paystack. The following scenarios apply to failed or pending payments:

- **Failed payment:** If a payment attempt fails (e.g., insufficient funds, card declined), no ticket is generated and no delivery is triggered. The buyer will receive a payment failure notification and may retry the transaction.
- **Pending payment:** In certain cases, payments may be placed in a pending state by the buyer's bank (e.g., 3D Secure authentication required). Ticket delivery will only occur once the payment clears to a confirmed status.
- **Duplicate transactions:** If a buyer is charged twice for the same order due to a technical error, the duplicate charge will be refunded in full. Only one set of tickets will be valid per order. Buyers should contact support immediately with proof of the duplicate charge.

Important: Do not attempt to re-enter payment details multiple times for the same event if you have not received confirmation. Check your bank statement for pending transactions and contact Williee support before re-attempting payment to avoid duplicate charges.

11 Event Cancellations, Postponements & Refunds

In the event of a cancellation or postponement affecting already-delivered tickets:

- **Cancellation:** Tickets are immediately invalidated in Williee's system. A full refund is initiated. Notification is sent via email and WhatsApp.
- **Postponement:** Existing tickets remain valid and are automatically updated with the new event date. A notification is sent confirming the update. Buyers who cannot attend the new date may request a refund within 7 days of notification.

For full details on refund entitlements and processing timelines, refer to Williee's [Refund & Cancellation Policy](#).

12 Technical Issues & Platform Disruptions

Williee operates on modern, reliable infrastructure; however, in the event of technical disruptions affecting ticket delivery, the following applies:

- Planned maintenance windows will be communicated in advance via the Williee website and social media channels. Ticket delivery during maintenance windows may be delayed but will be fulfilled upon restoration of service.
- In the event of an unplanned outage, Williee's engineering team will prioritise restoration of ticket delivery systems. All affected buyers will be notified and tickets will be resent once systems are restored.
- WhatsApp delivery relies on third-party messaging infrastructure. In the unlikely event of a WhatsApp service disruption, email delivery and portal access will remain available as the primary fulfilment channels.

Service Status: Williee's operational status is available at williee.co.za/status. During a known disruption, ticket buyers whose payments are confirmed will have their tickets safely stored in their account portal even if delivery notifications are delayed.

13 Event Organiser Responsibilities

Event Organisers using the Williee platform are responsible for the following in relation to ticket fulfilment:

- Providing accurate and complete event information (date, time, venue, ticket types) to ensure tickets contain correct details at the point of delivery.

- Notifying Williee immediately of any changes to event details that may affect ticket validity, including venue changes, date changes, or cancellations.
- Providing Williee's support team with advance venue setup information to ensure the check-in scanning tool is correctly configured before the event.
- Ensuring event staff are trained on the Williee check-in and scanning process to minimise entry delays and disputes at the venue.
- Communicating any additional entry requirements (e.g., ID checks, dress codes, age restrictions) to Williee in advance so these can be included in ticket delivery communications.

14

Governing Terms & Legal Framework

This Ticket Delivery & Digital Fulfilment Policy is incorporated into and forms part of Williee's [Terms of Service](#). In the event of any conflict between this Policy and the Terms of Service, the Terms of Service shall prevail.

This Policy is governed by the laws of the **Republic of South Africa**, including the Electronic Communications and Transactions Act 25 of 2002 (ECT Act) and the Consumer Protection Act 68 of 2008, which provide for the rights of consumers in digital commerce and the obligations of electronic suppliers of goods and services.

Williee's obligations under this Policy constitute its fulfilment of the "*delivery of electronic files or digital content*" as contemplated under the ECT Act.

15

Contact & Support

For all ticket delivery queries, resend requests, or technical issues:

Williee Customer Support

Email: support@williee.co.za

WhatsApp: Available via williee.co.za/contact

Portal: williee.co.za/my-tickets

Support operating hours: Monday–Friday, 09:00–18:00 SAST. Urgent event-day queries are attended to within 2 hours during event operating hours.

For payment disputes specifically related to Paystack transactions, buyers may also contact support@paystack.com directly.

Williee

[Terms of Service](#) [Privacy Policy](#) [Refund Policy](#) [Ticket Delivery Policy](#) [Contact Support](#)

© 2025–2026 Williee (williee.co.za). All rights reserved.

Governed by South African law · ECT Act 25 of 2002 · Powered by Paystack