

## Eventap Refund Policy

### 1. General Overview

Eventap is a booking platform that connects users with entertainers ("Eventers"). All payments are processed through a third-party provider (Stripe), and transactions are made within the Eventap website. By using our services, you agree to the following refund terms.

### 2. Payments and Deposits

- Users are required to pay a deposit set by the Eventer at the time of booking.
- Full payment is collected at least 7 days before the scheduled event.
- A non-refundable service fee (10% of the total booking cost) applies to all bookings.

### 3. Refund Policy

Refunds are granted under the following circumstances:

- **If the Eventer cancels:** The user will receive a full refund, including the service fee.
- **If the user cancels:**
  - **More than 14 days before the event:** The deposit and the remaining amount will be refunded, but the 10% service fee is non-refundable.
  - **Within 14 days of the event:** The deposit and the 10% service fee are non-refundable. The deposit will be paid to the Eventer.
  - **Within 24 hours of the event:** The user is not automatically eligible for a refund and must raise a query with Eventap.
- **If an event is canceled due to uncontrollable circumstances:** Refunds will be issued, but users must raise a query through the site.

### 4. Check-In System

- Eventap uses a check-in system on the day of the event where the user confirms the attendance of the Eventer.
- If the Eventer does not show up, the user must not accept the check-in, as doing so will void the possibility of a refund.

### 5. Disputes and Issue Resolution

- If an issue arises (e.g., an Eventer fails to show up or does not perform as agreed), the user must raise a dispute through Eventap.
- All disputes will be reviewed on a case-by-case basis at Eventap's discretion.
- Users may be required to provide evidence, such as proof of a no-show or chat logs.

### 6. Refund Processing

- Approved refunds will be issued to the original payment method.
- Refund processing times depend on Stripe, and Eventap does not control the exact timeframe for funds to be returned.
- Eventap will typically begin processing approved refunds within **48 hours** of approval.

## **7. Eventer Cancellations and Accountability**

- If an Eventer cancels within 24 hours of the event start time, they must provide a reason or risk account restrictions.
- Eventap will attempt to find a replacement Eventer but cannot guarantee availability.

## **8. Contact and Queries**

- If you need to request a refund or raise a dispute, please contact us through the “contact us” page or [help@eventap.co.uk](mailto:help@eventap.co.uk)
- All refund and dispute inquiries will be handled as efficiently as possible.

By booking through Eventap, you acknowledge and agree to this refund policy.