

CUSTOMER POLICY

Refund and Cancellation Policy

Last updated 17 October 2026

VERSION	EFFECTIVE DATE	OPERATOR	PLATFORM
2026.1	17 October 2026	Get In Inc.	getin.xyz

01 Scope and priority

- 1.1 An Organizer supplies the Event unless GETIN is expressly identified as its supplier. GETIN administers the payment workflow where authorized and remains responsible for its own duties. A refund entitlement and the ability to process its payment are different; funding delay does not extinguish a valid entitlement.

02 Canceled and unprovided events

- 2.1 If an Event is canceled or the purchased admission cannot be provided, the purchaser of an unused ticket is entitled to a refund of the amount paid for that ticket, including mandatory ticketing fees and associated taxes. A separate, distinct service already fully provided may be treated differently only if its nonrefundability in that circumstance was disclosed before purchase and retention is lawful. Relabeling an Event fee does not make it a separate completed service. GETIN may not retain a fee to excuse its own failure.
- 2.2 Partial performance, overselling, a materially unavailable promised seat or accessible service, invalid ticket delivery attributable to the supplier or platform, and missing essential package benefits require the remedy applicable to the actual loss, including price reduction or refund. Partial attendance is not a blanket waiver. Where failure defeats the essential purpose of an indivisible package, the remedy may extend to the package.

03 Postponement and material changes

- 3.1 A material change includes a significant change of date, location or essential advertised character, including postponement without a confirmed replacement date. The Organizer must provide timely notice and a reasonable opportunity to keep the changed booking or reject the unused affected booking for the cancellation refund in section 2. A minor schedule adjustment or supporting-artist change is not automatically material; the actual promise and impact matter.
- 3.2 The notice must identify the original and revised Event details, time zone, affected items, decision route and any lawful response deadline. A deadline cannot defeat mandatory rights or penalize a customer who did not receive a legally required notice. A credit, voucher or substitute event replaces a money refund only when the customer validly chooses it or law expressly permits that result. Indefinite postponement cannot be used to avoid cancellation remedies.

04 Change of mind and statutory withdrawal

- 4.1 For an Event proceeding as advertised, a mistaken purchase, change of plans, lateness or nonattendance does not automatically create a refund right. An Organizer may grant a discretionary exception. Statutory withdrawal rights, express refund promises and remedies for nonperformance remain available.
- 4.2 A qualifying specific-date leisure ticket may fall within a statutory cooling-off exception in the applicable market. Digital ticket delivery is not, by itself, the legal basis for that exception. Goods, undated services, accommodation combinations and other add-ons must be assessed separately. The Customer Agreement's completed Market Schedule must provide any required local cancellation information, form and online withdrawal function for non-exempt contracts.

05 Transfers, resale and bundled items

- 5.1 For a free transfer, a cancellation refund normally returns through the original GETIN payment to the original payer, unless mandatory law or an expressly disclosed lawful arrangement requires otherwise. The original payer is responsible for private arrangements with the recipient. Transfer of the ticket does not itself authorize GETIN to pay another person.
- 5.2 For GETIN paid resale, the activated resale terms must identify the current holder, both payment transactions, the amount and beneficiary of each remedy, and the funding and recovery mechanism. GETIN will not promise the same recovery twice. A resale buyer must have a working remedy for their purchase, and seller proceeds may be adjusted only on the disclosed lawful grounds. The gift-transfer rule cannot substitute for paid-resale accounting. If that process is not available, new paid resale must not be offered; existing rights must still be resolved.
- 5.3 Each extra must identify its supplier, price, fulfillment and cancellation rules. A refund of one independent item does not automatically refund another, but a supplier cannot artificially divide an inseparable package to avoid a remedy. Table deposits must be assessed against the full booked entitlement and stated balance, not treated as automatically forfeited. Insurance or refund-protection claims, if lawfully offered, do not replace Event-cancellation or statutory rights.

06 Request, decision and payment

- 6.1 Submit a request through an available account function or help@getin.xyz, stating the order number, affected items, issue and requested remedy. An account, app or AI-support limitation must not prevent a legally available cancellation or complaint. Do not send a full payment-card number, security code or unnecessary identity documents. Proportionate evidence may be requested through an appropriate secure process.
- 6.2 A request is not approval, and approval is not payment. GETIN will communicate the decision and explanation. An approved notice must identify the items, amount, currency, any lawful deduction, refund method and payment-submission status. Refunds must be made without undue delay and within any applicable legal deadline. Payment-provider posting time is separate; an estimate is not evidence that a bank credit has arrived.
- 6.3 Refunds normally use the original payment method and payer. If reversal fails or the method is unavailable, GETIN and the responsible supplier will arrange a verified lawful alternative. A refund may not be diverted

merely on an unverified email or bank-change request. A failed reversal remains an unresolved payment obligation.

- 6.4** The Organizer must fund Event remedies. GETIN may use available or recovered funds and authorized reserves, and must meet obligations it independently owes. GETIN does not guarantee an Organizer's solvency. An unavailable balance does not extinguish the buyer's right or extend a statutory deadline. Explain the delay, action being taken, responsible supplier and escalation route without falsely stating that a refund has been completed.

07 Payment disputes and complaints

- 7.1** Tell support if the same charge is subject to a bank or card dispute so the parties can avoid duplicate recovery. A separate refund may be paused where necessary and lawful while the provider resolves that dispute, with a status explanation; this does not waive statutory remedies or authorize an indefinite delay. Fraudulent requests may be refused on supported grounds. Exercising a good-faith payment right is not itself abuse.
- 7.2** Challenge an incorrect decision at help@getin.xyz with the order reference. Required regulator, court, payment-provider and local complaint routes remain open, and informal contact is not a condition that prevents urgent relief or compliance with a legal deadline. A copy of the applicable order-time Policy is available on request.