# REFUNDS AND CANCELLATIONS

How postponements and cancellations work, who handles door charges and tickets, and what we do and do not reimburse.

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Alfa Entertainments · https://alfaentertainment.in/legal/refunds-and-cancellations

Alfa Entertainments does not sell anything on this website. Guestlist registration is free, door charges are paid to the venue, and tickets, where offered, are sold by a separate platform. This policy explains what that means when an event changes or is cancelled.

## IN SHORT

- Guestlist registration costs nothing, so there is nothing for us to refund.
- Door charges belong to the venue and follow the venue's refund rules.
- Tickets bought through a ticketing platform follow that platform's refund rules.
- If an event is postponed, your registration moves to the new date.
- We do not reimburse travel, accommodation or other costs you incur around an event.

## GUESTLIST REGISTRATIONS

No payment is taken for a registration, and a registration does not guarantee entry. If you cannot attend, you need do nothing; simply do not arrive. If you are refused entry or asked to leave under the **Guestlist Terms** or the **Code of Conduct**, no compensation is due.

## DOOR CHARGES

Cover charges are set and collected by the venue at the door. If an event is cancelled before doors open, no cover charge is taken. Once you have paid and entered, refunds of the cover charge are at

the venue's discretion and under its rules, including where a charge is redeemable against food and drink. Alfa Entertainments cannot refund money it did not receive, but we will help you raise the matter with the venue.

## TICKETS BOUGHT THROUGH A TICKETING PLATFORM

Where an event page links to tickets, your purchase is with the ticketing platform, and its refund and cancellation terms apply. If an event is cancelled or materially changed, we tell the platform promptly so it can process refunds under its terms. Booking fees charged by the platform are governed by the platform's rules.

## TABLE RESERVATIONS AND MINIMUM SPENDS

Reservations, minimum spends and deposits are agreed directly with the venue or our team by phone and are governed by the venue's terms. Ask about the cancellation terms when you book.

## POSTPONEMENT

If an event moves to a new date, your registration is carried over automatically unless the event page says otherwise. If you cannot make the new date you owe nothing. Ticket holders should check the ticketing platform's policy on postponed events.

## CANCELLATION BY US OR THE VENUE

We announce cancellations on the event page and on Instagram, and we try to reach registered guests by phone or message using the details you gave. We are not responsible for costs you incurred in anticipation of the event, including travel, accommodation, outfits or time off work.

## REFUSED ENTRY AND REMOVAL

Entry refused, or removal from an event, for the reasons set out in the Guestlist Terms or the Code of Conduct carries no refund or compensation from Alfa Entertainments, and any refund of a door charge is at the venue's discretion.

## EVENTS BEYOND OUR CONTROL

Severe weather, orders from the police or licensing authorities, curfews, venue closure, power or equipment failure, strikes, public health orders, artist illness or travel disruption, and similar events beyond our reasonable control may force us to change, delay or cancel an event. Neither Alfa Entertainments nor the venue is liable to you for changes made for those reasons, beyond what this policy already provides.

## RAISING AN ISSUE

If something went wrong at an event, email **hello@alfaentertainment.in** within 7 days with the event name, the phone number you registered with, and what happened. We acknowledge within 3 working days and respond within 30 days. Nothing in this policy affects your rights under the Consumer Protection Act, 2019.