

# Support & Contact

We're a small team and we read every message.

## Email us

[support@where2vibe.com](mailto:support@where2vibe.com)

Typical response: within 24 hours.

## Common requests

- **Delete my account** - in the app, open *Profile > Settings > Delete Account* and confirm. You can also email [support@where2vibe.com](mailto:support@where2vibe.com) from the email address on your account with the subject line "Delete my account".
- **Report an event, profile, message, or group** - tap the Report button on the item, or email [support@where2vibe.com](mailto:support@where2vibe.com) with details and a screenshot. We respond within 24 hours.
- **Block a user** - open the user's profile and choose Block. Blocked users cannot message you or interact with your content.
- **Remove my event** - open the event in the app and tap Delete. If you can't access the account, email us from the address used to post it.
- **Login problems** - make sure you're using the same Google account you signed up with. If you're still stuck, email us with your name and the approximate date you signed up.
- **Refund / billing** - All ticket sales through Where2Vibe are final. Buyer-initiated refunds are not available in the app. Refunds are handled by the event host or Where2Vibe support. To request a refund, contact the event host directly or email [support@where2vibe.com](mailto:support@where2vibe.com).
- **Privacy request** - email [support@where2vibe.com](mailto:support@where2vibe.com) if you want to access, correct, delete, or ask questions about your personal information.
- **Business, venue, host, or partnership inquiries** - email [support@where2vibe.com](mailto:support@where2vibe.com) with your venue, organization, or event name.

## Safety and emergencies

For emergencies or immediate safety threats, contact local emergency services first. Where2Vibe support is not an emergency response service.

## Urgent moderation

For urgent safety concerns or to escalate a moderation report, email [support@where2vibe.com](mailto:support@where2vibe.com) with "URGENT" in the subject.

## Legal

See our [Privacy Policy](#) and [Terms of Service](#).