

Ticket Purchase & Refund Policy

Effective Date: June 26, 2026

This Ticket Purchase & Refund Policy explains how ticket purchases, Where2Vibe fees, refunds, event cancellations, event changes, QR tickets, backup codes, payment disputes, payout reversals, and ticket records work on Where2Vibe.

By purchasing, receiving, using, scanning, transferring, or attempting to use a ticket through Where2Vibe, you agree to this Policy, along with Where2Vibe's Terms of Service, Privacy Policy, Community Guidelines, and any event-specific terms shown at checkout or in the event listing.

This Policy does not limit any rights that cannot be waived under applicable law. Where2Vibe may make exceptions, provide additional remedies, or apply a different outcome when required by law or when Where2Vibe determines that an exception is appropriate.

1. Where2Vibe's role

Where2Vibe provides event discovery, ticketing, checkout, QR ticket, ticket scanner, refund, and payout tools that allow event hosts to sell and manage tickets.

Unless Where2Vibe clearly states otherwise in writing, Where2Vibe is not the host, organizer, venue, promoter, sponsor, security provider, operator, or owner of events listed through the Service.

When you purchase a ticket through Where2Vibe, you are purchasing access to the event from the applicable event host or event creator. The event host is responsible for hosting, managing, operating, and delivering the event, including:

- event details;
- event date and time;
- event location;
- venue permission;
- age restrictions;
- ID requirements;
- ticket tiers;
- entry rules;
- capacity limits;
- safety requirements;
- cancellation updates;
- refund-related obligations;
- compliance with applicable laws, venue rules, and permits.

Where2Vibe does not guarantee that an event will happen, that event details are accurate, that a venue will allow entry, that a host has all required permissions, or that an event will be safe, legal, or meet your expectations.

2. Host payout onboarding

Hosts must complete required Stripe Connect Express payout onboarding before selling paid tickets through Where2Vibe.

Where2Vibe uses Stripe Connect Express and related Stripe services to process payments, route eligible payouts, support refunds, manage disputes, and reconcile payment records.

Stripe may require additional identity, tax, bank, or business information before a host can receive payouts. Failure to complete Stripe onboarding or provide required information may delay, block, reduce, or prevent host payouts.

3. Ticket purchases

When buying a Where2Vibe ticket, the buyer pays:

- the listed ticket price; and
- a Where2Vibe service fee of 7% of the ticket price.

The listed ticket price is the face value of the ticket shown for that ticket tier at checkout.

The Where2Vibe service fee (7% of the ticket price) is charged to the buyer at checkout. It is a platform service fee, not a tax.

Where2Vibe also deducts a Where2Vibe platform fee of 8% of the listed ticket price from the host's portion before eligible host payout. This platform fee is not added as a separate extra buyer charge at checkout unless Where2Vibe clearly states otherwise.

4. Where2Vibe fees

Unless Where2Vibe states otherwise in writing, the Where2Vibe ticket fees are a flat:

- host platform fee: 8% of the listed ticket price, deducted from the host's portion before payout; and
- buyer service fee: 7% of the listed ticket price, added to the buyer's total at checkout.

Together these make up a total Where2Vibe fee of 15% of the listed ticket price. Free tickets (priced at \$0.00) are not charged a platform fee or a service fee.

The applicable fees are recorded at the time of purchase. If Where2Vibe later updates its fees, the updated fees do not automatically change fees already applied to completed ticket purchases unless required by law, payment processing, fraud prevention, or platform correction.

Where2Vibe platform fees and service fees are not taxes and should not be described as taxes.

5. Ticket price examples

Examples using the flat 8% host platform fee and 7% buyer service fee:

- \$10.00 ticket: buyer pays \$10.70 (price \$10.00 plus \$0.70 service fee); host platform fee retained \$0.80; buyer refund if eligible \$9.20
- \$20.00 ticket: buyer pays \$21.40 (price \$20.00 plus \$1.40 service fee); host platform fee retained \$1.60; buyer refund if eligible \$18.40
- \$50.00 ticket: buyer pays \$53.50 (price \$50.00 plus \$3.50 service fee); host platform fee retained \$4.00; buyer refund if eligible \$46.00

These examples are for illustration only. Actual amounts may vary based on the ticket price, rounding, Stripe processing, refunds, disputes, chargebacks, taxes if applicable, or other adjustments. Amounts may be calculated in cents, and rounding may apply.

6. Check your order before buying

Before purchasing a ticket, buyers are responsible for reviewing the event details carefully, including:

- event name;
- event host;
- event date;
- event time;
- event location;
- ticket tier;
- ticket quantity;
- price;
- age restrictions;
- ID requirements;
- venue rules;
- dress code if listed;
- parking or entry instructions if listed;
- refund cutoff;
- any event-specific terms.

You are responsible for making sure the event works for you before purchasing.

Except where required by law or approved by Where2Vibe, refunds are not provided because you:

- bought the wrong ticket;
- bought the wrong quantity;
- changed your mind;
- can no longer attend;
- arrive late;
- miss the event;
- go to the wrong location;
- fail to bring required ID;
- do not meet age requirements;
- are denied entry by the host, venue, or security;
- violate venue rules;
- are removed from the event;
- are unable to find parking;

- experience travel, ride-share, hotel, weather, or personal scheduling issues;
- are dissatisfied with the event after attending.

7. Buyer-requested refunds

Buyer-requested refunds, when available through Where2Vibe support or an app feature, are only available up to 24 hours before the event start time.

After the refund cutoff passes, buyer-requested refunds are no longer available unless Where2Vibe approves an exception or a different remedy is required by law.

To qualify for a buyer-requested refund, the ticket must be:

- purchased through Where2Vibe;
- valid and paid;
- not already refunded;
- not scanned or used;
- not voided, disputed, transferred, or invalidated;
- requested before the refund cutoff;
- otherwise eligible under this Policy.

Where2Vibe may reject refund requests that do not meet these requirements.

8. Refund amount for buyer-requested refunds

For eligible buyer-requested refunds, the buyer generally receives the listed ticket price minus the applicable Where2Vibe platform fee.

The Where2Vibe service fee (7% of the ticket price) is not refunded.

The following amounts are generally non-refundable for buyer-requested refunds:

- the applicable Where2Vibe platform fee;
- the Where2Vibe service fee (7% of the ticket price);
- payment processor fees where applicable;
- any other non-refundable amounts disclosed at checkout or required by payment processing rules.

Refunds are generally returned to the original payment method. Refund timing may depend on Stripe, the buyer's bank, the card issuer, and the payment method used.

9. Host-canceled events

If a host cancels an eligible future event, eligible buyers are generally refunded according to this Policy unless Where2Vibe states otherwise or a different remedy is required by law.

For host-canceled event refunds, eligible buyers generally receive the full listed ticket price back. The Where2Vibe platform fee is not kept on a host cancellation.

The Where2Vibe service fee (7% of the ticket price) generally remains non-refundable.

The following amounts generally remain non-refundable:

- the Where2Vibe service fee (7% of the ticket price);

- payment processor fees where applicable.

This means that, when a host cancels an event, the buyer generally receives the full ticket price back and the only amount retained is the Where2Vibe service fee, unless a different remedy is required by law.

Where2Vibe may review cancellations manually before processing refunds.

10. Host "Refund All" function

If a host uses a Where2Vibe "Refund All" function or similar bulk refund tool, eligible buyers are generally refunded according to this Policy unless Where2Vibe states otherwise or a different remedy is required by law.

For Refund All actions, eligible buyers generally receive the full listed ticket price back. The Where2Vibe platform fee is not kept on a Refund All action. The Where2Vibe service fee (7% of the ticket price) generally remains non-refundable.

Where2Vibe may require admin review before, during, or after a Refund All action.

Admin review may be required for situations including:

- events that already started or passed;
- scanned or used tickets;
- disputed tickets;
- chargebacks;
- suspicious activity;
- failed Stripe refunds;
- failed transfer reversals;
- payout adjustments;
- inconsistent ticket, payment, or account records;
- suspected fraud or abuse.

11. Event postponements, rescheduling, or material changes

If a host postpones, reschedules, moves, or materially changes an event, Where2Vibe may review the situation.

A material change may include:

- a major date change;
- a major time change;
- a major location change;
- event cancellation;
- major change in ticketed access;
- a change that makes the original ticket materially different from what was purchased.

Depending on the situation, Where2Vibe may:

- allow the ticket to remain valid for the updated event;

- require the host to communicate the change;
- allow eligible refund requests;
- process refunds according to this Policy;
- require host payout adjustments;
- restrict host payout;
- take other action Where2Vibe determines is appropriate.

Minor changes, lineup changes, flyer changes, parking changes, weather, crowd size, personal scheduling conflicts, or subjective dissatisfaction with the event do not automatically qualify for a refund.

12. Event deletion, cancellation, and ticket refunds

If an event has paid tickets, the host may be required to complete required refunds for eligible ticket buyers before the event can be deleted, canceled, archived, hidden, or removed from public view.

If paid tickets exist and required refunds have not been completed, Where2Vibe may block deletion and display a message such as: "Refund all ticket buyers before deleting this event."

Where2Vibe may prevent permanent deletion of events with paid ticket history.

Where2Vibe keeps ticket, payment, refund, dispute, chargeback, payout, and audit records for financial, legal, fraud prevention, operational, accounting, and support purposes. Ticket orders, issued tickets, ticket refunds, Stripe payment records, dispute records, payout records, and related audit records may not be deleted simply because an event is canceled, archived, refunded, hidden, or removed from public view.

13. Host payouts, reversals, and adjustments

Host payouts are subject to:

- Stripe processing;
- payout timing;
- refund activity;
- disputes;
- chargebacks;
- failed payments;
- failed refunds;
- transfer reversals;
- payout adjustments;
- payout holds;
- Where2Vibe platform rules;
- legal, fraud, and compliance review.

If a ticket is refunded, canceled, disputed, charged back, voided, or otherwise adjusted, Where2Vibe may:

- reverse a related host transfer;
- reduce a host payout;

- offset the amount from future payouts;
- hold funds for review;
- delay payout;
- require repayment;
- adjust platform records;
- take other reasonable steps to reconcile payment records.

Hosts are responsible for refund-related obligations caused by their event cancellation, inaccurate event information, failure to host, violation of Where2Vibe rules, unauthorized event posting, fraud, unsafe conduct, or other host-caused issue.

14. QR codes, backup codes, and ticket use

Each Where2Vibe ticket may include a QR code, backup code, or other ticket verification method.

Buyers are responsible for keeping ticket information safe.

A ticket is valid only if it has not been:

- refunded;
- voided;
- canceled;
- disputed;
- charged back;
- transferred in violation of Where2Vibe rules;
- previously scanned;
- duplicated;
- fraudulently obtained;
- otherwise invalidated.

Once a ticket is scanned and checked in, it cannot be reused.

Duplicate, copied, refunded, voided, disputed, already scanned, invalid, or fraudulent tickets may be rejected at the door.

Refunded tickets become invalid and cannot be used for entry. Refunded tickets may remain visible in ticket history for recordkeeping purposes.

15. No resale or unauthorized transfer

Unless Where2Vibe provides an official transfer feature or gives written permission, tickets purchased through Where2Vibe are for personal use and may not be resold, commercially transferred, brokered, duplicated, or used for unauthorized resale.

You may not purchase tickets for the purpose of resale, commercial transfer, giveaway fraud, price gouging, or ticket brokering.

Where2Vibe may cancel, invalidate, void, or refuse tickets that appear to be resold, transferred, duplicated, fraudulently obtained, or used in violation of this Policy.

Where2Vibe is not responsible for tickets purchased outside of official Where2Vibe checkout or outside approved ticketing methods.

If you buy a ticket from a third party, screenshot, reseller, broker, social media account, or unofficial source, Where2Vibe does not guarantee that the ticket is valid or that you will receive entry.

16. Entry, ID, age restrictions, and venue rules

A Where2Vibe ticket does not guarantee entry if the host, venue, security, law enforcement, or event staff refuses entry for a lawful or reasonable reason.

Entry may be subject to:

- venue rules;
- age restrictions;
- 18+ or 21+ requirements;
- ID checks;
- capacity limits;
- dress code;
- ticket scan status;
- safety decisions;
- security decisions;
- local laws;
- alcohol rules;
- host policies;
- event-specific rules.

You may be denied entry or removed from an event if you:

- fail to show valid ID where required;
- do not meet the age requirement;
- arrive after entry closes;
- appear intoxicated or under the influence;
- behave aggressively, abusively, or dangerously;
- threaten, harass, or provoke others;
- violate venue rules;
- violate host rules;
- violate local law;
- present an invalid ticket;
- present a refunded, copied, disputed, or already scanned ticket.

Where2Vibe is not responsible for a host, venue, security team, law enforcement officer, or event staff refusing entry or removing you from an event for reasons outside Where2Vibe's control.

17. No refund for outside costs

Where2Vibe is not responsible for outside costs related to an event, even if the event is canceled, changed, delayed, unsafe, disappointing, or you are denied entry.

Outside costs may include:

- transportation;
- rideshare;
- gas;
- parking;
- towing;
- lodging;
- hotels;
- food;
- drinks;
- clothing;
- personal plans;
- missed work;
- lost time;
- travel costs;
- other expenses.

Any refund provided under this Policy applies only to eligible Where2Vibe ticket amounts and does not cover outside costs.

18. Refund processing and failed refunds

Where2Vibe uses Stripe to process payments and refunds.

Refunds may take time to appear depending on Stripe, the buyer's bank, the card issuer, and the payment method.

If a refund succeeds but a related payout reversal, host transfer adjustment, or Stripe reconciliation step fails, Where2Vibe may mark the ticket as refunded and place the payment issue into manual review.

In that case, Where2Vibe may review the issue internally to reconcile payment records. Where2Vibe may contact the buyer, host, or both if additional information is needed.

19. Disputes and chargebacks

If a buyer files a payment dispute or chargeback through their bank, card issuer, or payment provider, Where2Vibe may review:

- the ticket order;
- event details;
- host account;

- buyer account;
- scan status;
- refund history;
- dispute history;
- account activity;
- Stripe records;
- support communications;
- fraud signals.

Disputes and chargebacks may result in manual review. Where2Vibe may mark related tickets as disputed, refunded, invalid, canceled, or requiring review depending on the status of the dispute.

Buyers and hosts must not attempt to receive duplicate refunds, credits, recoveries, or chargeback benefits through both Where2Vibe and an outside payment dispute process.

If a chargeback or outside payment dispute is opened, Where2Vibe may pause any related refund request until the dispute is resolved.

If a buyer receives a chargeback, refund, reversal, or payment recovery, the related ticket may be invalidated.

20. Suspected fraud

Where2Vibe may cancel, void, refund, revoke, restrict, or invalidate tickets if Where2Vibe suspects:

- stolen payment method use;
- unauthorized payment;
- fake account activity;
- duplicate account abuse;
- fraudulent ticket purchase;
- fraudulent refund request;
- ticket duplication;
- unauthorized resale;
- chargeback abuse;
- promoter/referral abuse;
- host fraud;
- suspicious payment activity;
- violation of this Policy or the Terms of Service.

Where2Vibe is not required to provide detailed information about fraud detection, investigation methods, internal records, or fraud signals if doing so could compromise security, fraud prevention, or platform safety.

If you believe your ticket was incorrectly removed, canceled, or invalidated, contact support.

21. Host responsibilities

Hosts are responsible for providing accurate event information, including:

- event name;
- event date;
- event time;
- event location;
- ticket details;
- ticket tiers;
- capacity;
- age restrictions;
- ID requirements;
- venue rules;
- entry rules;
- cancellation updates;
- refund-related terms;
- any other material event information.

Hosts must not sell tickets to events they do not intend to host.

Hosts are responsible for complying with applicable laws, venue rules, safety requirements, capacity limits, age restrictions, alcohol rules, permits, licenses, and event obligations.

If a host cancels an event, materially changes an event, fails to host an event, posts inaccurate event information, sells unauthorized tickets, violates Where2Vibe rules, or causes ticket-related issues, Where2Vibe may:

- require refunds or adjustments to eligible ticket buyers;
- restrict host payouts;
- reverse or offset host transfers;
- hold funds for review;
- restrict the host's ability to post events;
- restrict the host's ability to sell tickets;
- restrict the host's ability to promote events;
- suspend or terminate the host account;
- take other action allowed by the Terms of Service.

22. No guarantee of ticket availability

Tickets may sell out, become unavailable, be removed, be canceled, or become invalid.

Adding a ticket to a cart, viewing a ticket tier, starting checkout, or attempting payment does not guarantee that a ticket is reserved unless Where2Vibe confirms the purchase.

A ticket purchase is not complete until payment is successfully processed and Where2Vibe confirms the order.

Where2Vibe may cancel or correct orders affected by pricing errors, technical errors, duplicate purchases, payment failures, fraud concerns, or other issues.

23. Policy changes and order terms

Where2Vibe may update this Ticket Purchase & Refund Policy from time to time. The updated version will be posted in the app or on the Where2Vibe website.

For active ticket purchases, Where2Vibe may apply the policy in effect at the time of purchase unless a change is required for legal, payment processing, safety, fraud prevention, platform security, compliance, or correction reasons.

A refund, credit, exception, manual adjustment, or courtesy remedy in one situation does not require Where2Vibe to provide the same outcome in another situation.

24. Contact

For ticket or refund questions, contact: support@where2vibe.com.

Include:

- event name;
- ticket order information;
- buyer email or account used to purchase;
- ticket tier;
- reason for the request;
- any screenshots or details that may help us review the issue.

For emergencies, contact local emergency services, venue staff, security, or the event organizer directly. Where2Vibe support is not an emergency response service.