

THEATER FILLER REFUND POLICY

Last updated: March 3, 2020

As a global marketplace of events of all shapes and sizes, THEATER FILLER understands the importance of providing a clean, well-lit platform where consumers of events ("Consumers") have full disclosure of the terms of their purchase and where those terms meet certain minimum requirements. For that reason, THEATER FILLER has created the following requirements governing the refund policies of organizers of paid events ("Organizers") hosted on THEATER FILLER (the "Refund Policy Requirements").

The rights and obligations contained in these Refund Policy Requirements are in addition to and are incorporated into the Terms of Service by reference.

NOTE: To learn more about THEATER FILLER's Legal Terms, take a look [here](#).

1. Refund Policies and Administration

1.1 Minimum Requirements.

We understand that refund policies vary depending on the type of event and the Organizer. Because of that, we provide flexibility for Organizers to post their own policies with respect to their events, so long as they meet the following minimum requirements:

(a) Refund policies must be posted on the applicable event page;

(b) "No refund" policies are permissible, but must be clearly identified as such and must otherwise comply with these minimum requirements;

(c) Refund policies (including "no refund" policies) must provide for a refund or other make good for failure to provide the advertised goods and services (e.g., event cancellation);

(d) Refund policies must be in accordance with all applicable local, state, provincial, national and other laws, rules and regulations, including all requirements imposed by Card Schemes or Alternative Form of Payment Frameworks (each as defined in the Merchant Agreement);

(e) Refund policies must include specific instructions on how to obtain a refund, including how, when and where to direct a refund request;

(f) Refund policies may not be changed with respect to purchases made prior to the date of such change and its posting to the applicable event page;

(g) Refund policies must set out a specific time frame within which refund requests will be responded to, which should not exceed five (5) business days for a first response; and

(h) Refund policies must otherwise be fair and reasonable.

If a refund policy is not posted or does not meet these minimum requirements set forth above, THEATER FILLER may (but has no obligation to) modify such refund policy such that it meets these minimum requirements. Such modification may take the form of prospectively making changes to the Organizer's posted refund policy on the applicable event page or retroactively applying such changes at the time of a dispute, chargeback and/or refund request.

1.2 Refund Process.

In order to initiate a refund request, THEATER FILLER instructs Consumers to contact the Organizer directly as set forth in the Organizer's applicable refund policy. If no contact information is listed, THEATER FILLER instructs the Consumer to use the contact the organizer button on the event page or such other information posted on the event page. Organizer agrees to administer its refund policy in accordance with the terms set forth on the applicable event page and the minimum requirements set forth in Section 1.1 above.

When a Consumer requests a refund and the Organizer does not respond by either refunding or denying the request after seven (7) days, THEATER FILLER may execute the refund on behalf of the Organizer.

1.3 THEATER FILLER Review.

In the event that Organizer fails to honor a refund that a Consumer believes is due under the applicable refund policy and/or the minimum requirements set forth above, that Consumer may request that THEATER FILLER initiate a refund by contacting us. THEATER FILLER will review the facts and circumstances and determine whether or not a refund is due in accordance with the applicable refund policy and the minimum requirements set forth above. THEATER FILLER will endeavor to complete its review within thirty (30) days of being contacted by the Consumer. Consumers should note that if an Organizer has selected a facilitated payment method such as PayPal® for an event, THEATER FILLER will not have control of the funds and THEATER FILLER will need the provider of the facilitated payment method to cooperate in order to obtain a refund, which may not happen. All determinations by THEATER FILLER with respect to these Refund Policy Requirements, including without limitation the orders to be refunded and the size of any refund, shall be final and binding on both Organizer and Consumer.

2. No Insurance or Guarantee

These Refund Policy Requirements are not intended to be and do not constitute an offer to insure the performance of or to guarantee the performance of any Organizer and are not a guarantee that refunds will be issued in any given situation.