

## CANCELLATION & REFUND POLICY

Cancellation fee shall mean the fee payable towards cancellation of an order or booking by a customer or vendor partner or FanToPark. To ensure best player experience and that the venue doesn't lose out on revenue, following is the cancellation policy

This policy outlines the terms for refunds and cancellations related to bookings made for venues on the FanToPark app.

### 1. Cancellation by the User

- **Venue-Specific Policy:** Cancellation and refund eligibility is determined by the specific policy of each venue. This policy is clearly displayed on the venue's booking page before you complete your payment.
- **Deduction of Handling Charges:** All refunds will be subject to a deduction of "**Rs 25 or 4%** (whichever is higher) of the booking amount as handling charges.

### 2. Cancellation by the Venue or FanToPark

- **Venue Cancellation:** In the rare event a venue cancels a booking (e.g., due to weather, maintenance issues, or unforeseen circumstances), a full refund of the booking amount will be initiated by FanToPark.
- **FanToPark Cancellation:** If a booking is cancelled directly by FanToPark due to a technical error or double-booking, a full refund will be processed.

### 3. Refund Processing

- **Refund Method:** All eligible refunds will be processed to the original payment method used for the booking.
- **Processing Time:** Refunds typically take **5-7 business days** to reflect in your account, depending on your bank or payment provider.

### 4. Disputes and Contact

- If you encounter any issues with a cancellation or refund, please contact FanToPark support at [support@fantopark.com](mailto:support@fantopark.com) with your booking details.

