

IMIJS Payment, Ticketing & Refund Policy

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1. Introduction

This Payment, Ticketing & Refund Policy ("Policy") explains how payments, ticket sales, cancellations, refunds, and related transactions are managed through the IMIJS platform ("Platform").

This Policy should be read alongside the IMIJS Terms & Conditions, Event Organiser Terms, Corporate Membership Terms, Privacy Policy, and any event-specific terms published by an Event Organiser.

2. IMIJS's Role

IMIJS provides the technology that enables Event Organisers to advertise events and, where available, sell tickets through the Platform.

Unless expressly stated otherwise:

- IMIJS is **not** the organiser of an event.
- IMIJS is **not** the seller of event tickets.
- IMIJS is **not** responsible for organising, delivering, or managing events.
- IMIJS does **not** guarantee the quality, safety, legality, or accuracy of any event.

The contract for the purchase of a ticket is between the attendee and the Event Organiser.

3. Payment Processing

Payments made through the Platform are processed by approved third-party payment providers.

IMIJS does not store payment card details.

Payment providers may apply their own terms, privacy policies, and security procedures.

Users should review those terms before making a purchase.

4. Ticket Purchases

When purchasing a ticket, you confirm that:

- The information you provide is accurate.
- You are authorised to use the chosen payment method.
- You have reviewed the event details before completing your purchase.
- You understand any event-specific conditions published by the organiser.

Once a purchase is confirmed, a ticket will normally be issued electronically through the Platform unless otherwise stated.

5. Pricing

Event Organisers are responsible for:

- Setting ticket prices.
- Applying discounts where offered.
- Managing promotional offers.
- Ensuring pricing information is accurate.

IMIJS is not responsible for pricing errors made by organisers.

Where an obvious pricing error occurs, the organiser may contact the purchaser to resolve the issue in accordance with applicable consumer law.

6. Refunds

Unless IMIJS expressly states otherwise:

- Each Event Organiser is responsible for establishing and publishing their refund policy.
- Requests for refunds should be made directly to the Event Organiser.
- Organisers are responsible for processing refunds where required by law or under their published refund policy.

IMIJS is not responsible for deciding whether a refund should be issued.

7. Event Cancellations

If an event is cancelled, the Event Organiser is responsible for:

- Informing attendees.
- Explaining available options.
- Processing refunds where applicable.

- Communicating revised arrangements if the event is rescheduled.

IMIJS may assist by providing communication tools through the Platform but is not responsible for the organiser's decisions.

8. Event Changes

Event details may occasionally change.

Examples include:

- Date.
- Time.
- Venue.
- Speakers.
- Activities.
- Capacity.

The Event Organiser is responsible for notifying attendees of material changes.

9. Chargebacks

Where a payment is disputed through a bank or card issuer:

- The payment provider will normally manage the chargeback process.
- The Event Organiser may be required to provide evidence supporting the transaction.
- IMIJS may cooperate with payment providers by supplying relevant Platform records where legally permitted and appropriate.

Fraudulent or abusive chargebacks may result in suspension or termination of Platform access.

10. Taxes

Event Organisers are responsible for:

- Determining whether taxes apply to their events.
- Collecting taxes where required.
- Reporting and paying taxes to the relevant authorities.

IMIJS does not provide tax advice.

11. Failed Payments

If a payment fails:

- The transaction may be cancelled.
- Tickets may not be issued.
- Access to paid events may be denied until payment has been successfully completed.

Repeated payment failures may trigger additional fraud prevention checks.

12. Fraud Prevention

To protect users and the Platform, IMIJS may:

- Review suspicious transactions.
 - Restrict payment activity.
 - Request additional verification.
 - Suspend accounts involved in suspected fraud.
 - Cooperate with payment providers and law enforcement agencies where appropriate.
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13. Ticket Transfers

Whether tickets may be transferred to another person is determined by the Event Organiser.

Where transfers are permitted, they must comply with any conditions published by the organiser and any functionality provided through the Platform.

14. Platform Fees

IMIJS may introduce:

- Subscription fees.
- Service fees.
- Transaction fees.
- Booking fees.
- Processing fees.

Any applicable fees will be clearly displayed before payment is completed.

15. Liability

To the fullest extent permitted by law, IMIJS Ltd shall not be liable for:

- Event cancellations.
- Refund decisions made by Event Organisers.
- Pricing errors created by organisers.
- Losses arising from disputes between organisers and attendees.
- Delays or failures caused by third-party payment providers.
- Financial losses arising from an organiser's failure to fulfil an event.

Nothing in this Policy excludes liability that cannot legally be excluded.

16. Consumer Rights

Nothing in this Policy limits or excludes any statutory rights available to consumers under applicable law.

Where consumer protection legislation requires a refund or other remedy, those rights will continue to apply.

17. Changes to This Policy

IMIJS may update this Payment, Ticketing & Refund Policy from time to time.

The latest version will always be available through the Platform and on the official IMIJS website.

Continued use of the Platform after changes take effect constitutes acceptance of the updated Policy.

18. Contact

Questions regarding this Payment, Ticketing & Refund Policy should be directed to IMIJS using the contact details published within the Platform or on the official IMIJS website.

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