

## **REFUND POLICY**

### **Kenyans in Reading Family & Friends Fun Day (KRFD 2026)**

Organised by **Kenyans in Reading Fun Day Ltd** (“the Organiser”)

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#### **1. General**

1.1 All ticket purchases are final and non-refundable, except as expressly set out in this Policy.

1.2 This Policy forms part of the contractual terms of sale.

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#### **2. Payment Processing**

2.1 Tickets are sold via Wix Events.

2.2 Payments are processed via third-party providers, including PayPal.

2.3 Refunds will be processed via the original payment method only.

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#### **3. Event Cancellation**

3.1 In the event of cancellation by the Organiser, Ticket Holders shall be entitled to a refund of the face value of the ticket only.

3.2 Booking and transaction fees may be non-refundable.

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#### **4. Event Postponement**

4.1 Tickets shall remain valid for any rescheduled date.

4.2 Refund requests may be permitted within a defined period at the Organiser’s discretion.

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#### **5. Exclusions from Refunds**

5.1 No refunds shall be issued for:

- Non-attendance
  - Change of programme or performers
  - Adverse weather conditions (unless the Event is cancelled)
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## **6. Chargebacks and Disputes**

6.1 Ticket Holders agree to contact the Organiser prior to initiating any dispute via a Payment Provider.

6.2 The Organiser reserves the right to:

- Cancel tickets subject to chargebacks
  - Provide evidence to Payment Providers in dispute resolution
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## **7. Force Majeure**

7.1 The Organiser shall not be liable for cancellations or changes due to circumstances beyond its control.

7.2 Refunds in such cases shall be at the Organiser's discretion.

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## **8. Processing Times**

8.1 Approved refunds shall be processed within 7–14 working days, subject to Payment Provider timelines.

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## **9. Limitation**

9.1 The Organiser shall not be liable for any indirect or consequential losses, including travel or accommodation costs.

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## **10. Governing Law**

10.1 This Policy shall be governed by the laws of England and Wales.

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## **11. Contact**

nfo@kenyansinreading.com  
www.kenyansinreading.com

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**End of Refund Policy**