Refund & Cancellation Policy

Understand how ticket cancellations, event postponements, voting payments, and dispute resolutions are handled across AsedaHost. This policy protects both event attendees and organizers.

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1. Overview & Platform Role

AsedaHost ("AsedaHost") operates as an intermediary software technology platform facilitating digital ticketing, real-time USSD/web voting, and equipment rentals and marketplace service bookings.

Crucial Distinction: AsedaHost is not the promoter, producer, or organizer of third-party events listed on our platform. Unless expressly designated as an "Official AsedaHost Production", all events, concerts, award shows, conferences, and competitions are independently established, promoted, and executed by third-party Event Hosts ("Organizers").

> **Summary Rule:** When purchasing an event ticket, casting a vote, or booking equipment through AsedaHost, you accept the terms in this policy as well as any event-specific rules set by the event organizer.

2. Event Ticket Purchases & Attendee Cancellations

The general rule governing ticket sales on AsedaHost is:

- **All Ticket Sales Are Final:** Once a digital ticket (with its unique QR code and authentication credentials) has been issued to the buyer via SMS, email, or instant download, the purchase is considered non-refundable.
- **Change of Mind / Inability to Attend:** AsedaHost and Event Organizers do not provide refunds or credit if an attendee is unable to attend due to personal emergencies, schedule conflicts, travel delays, weather conditions, or individual circumstances.
- **Ticket Transfers:** AsedaHost does not currently offer a feature for reassigning a ticket to a different named holder. A ticket admits one person once: whoever presents it at the gate is admitted, and it cannot be used again after it has been scanned. You remain responsible for your ticket and its QR code, and we cannot help if it is shared, copied, or intercepted before you use it. Organizers may set their own admission conditions, including requiring identification at the gate.

3. Postponed, Rescheduled & Cancelled Events

If an event is cancelled, postponed, or moved, here is what happens:

- **Event Cancelled in Entirety:** If an Organizer formally cancels an event without setting a replacement date, ticket buyers are entitled to a refund of the face value of the ticket. The Organizer is legally and contractually obligated to fund and authorize the payment of attendee refunds.
- **Event Postponed or Relocated:** If an event is postponed to a later date or moved to a venue situated more than thirty (30) kilometers from the initial venue, your ticket remains valid for the rescheduled date. Attendees who demonstrate an inability to attend the newly scheduled date must submit a refund request within **fourteen (14) calendar days** of the official postponement announcement.
- **Program / Lineup Alterations:** Changes to supporting acts, lineup schedules, performance runtimes, or guest performers are not grounds for a refund.

4. Voting Purchases (Strictly Final & Non-Refundable)

AsedaHost powers real-time electronic voting via web checkout and mobile USSD codes:

- **Strict Non-Refundability:** All payments made for award competition votes, pageant tallies, or contestant polls are **100% non-refundable** immediately upon authorization.
- **Immediate Counting:** Votes are counted and added to the nominee's live score the moment your payment is confirmed. Because votes are immediately reflected on the public leaderboard and competition standings, voting purchases cannot be cancelled or reversed.
- **Disqualified or Withdrawn Nominees:** If a nominee or contestant withdraws, is disqualified by the event committee, or does not win, prior votes cast for that nominee will not be refunded. AsedaHost does not control the vetting or judging decisions of external award committees.
- **Duplicate Charges from Network Glitches:** If a network failure causes a double deduction on your mobile money wallet for a single voting action, AsedaHost will investigate against Hubtel gateway logs and refund the duplicated portion upon verification.

5. Equipment Rentals & Security Deposits

For event lighting, sound, and stage equipment rented directly through AsedaHost:

- **Rental Cancellations:** Cancellation terms, any applicable administrative or restocking charge, and the deadline for cancelling without penalty are agreed directly with AsedaHost at the time of booking and confirmed to you in writing. Where an equipment listing states its own cancellation terms, those terms apply to that booking.
- **Security Damage Deposits:** Where a security deposit is taken before equipment is handed over, it is returned after the equipment has been brought back and inspected, less the cost of any loss or damage found during that inspection.
- **Handled Directly:** Equipment rental bookings, cancellations, deposits, and refunds are arranged and settled directly with our team rather than through automated platform tooling. Please contact us using the details in section 12 to cancel or query a rental.

6. Marketplace Bookings

For services booked with independent vendors through the AsedaHost Marketplace (for example photography sessions), the following applies:

- **Free Cancellation Window:** You may cancel a booking for a full refund of what you paid up to the number of hours before your booked time that is shown on the listing and again at checkout (24 hours unless the listing says otherwise). You must agree to this window before you pay.
- **After the Window:** If you cancel later than that, or do not turn up, the amount you paid is not refundable.
- **Time Held While You Pay:** Your chosen time is held for a short period (shown at checkout) while you complete payment. If payment does not complete in that period the hold is released and nothing is booked.
- **Payment Received for a Time No Longer Free:** If your payment is confirmed after your hold has expired and the time has since been taken by someone else, your booking is not confirmed and you are refunded in full.
- **Vendor Cancels:** If the vendor cancels or cannot provide the booked time, you are refunded in full.
- **How to Cancel:** Marketplace cancellations and refunds are processed by our team. Email refunds@asedahost.com with your booking reference (starting `MB-`) and the phone number used at checkout. Refunds are paid as described in section 9.

7. Host & Organizer Obligations

Event Organizers using AsedaHost to collect attendee funds agree to the following enforceable terms:

- **Refund Escrow & Payout Hold:** AsedaHost may freeze, hold, or delay ticket revenue payouts from the Host Wallet if an event is cancelled, subject to fraud investigation, or facing widespread attendee dispute claims.
- **Clawback & Indemnity:** If an Organizer cancels an event and fails to provide refund funds, AsedaHost reserves the right to debit any existing or future wallet balances, pursue legal recovery under Ghanaian contract law, and report the default to payment authorities.

8. Chargebacks & Unauthorized Payment Disputes

AsedaHost actively monitors transactions to eliminate payment fraud and chargeback abuse:

- **Mandatory Good-Faith Resolution:** You agree to contact AsedaHost Support (support@asedahost.com) and allow up to **seven (7) business days** to investigate any billing anomaly before filing a chargeback or dispute with your bank or mobile money operator (MTN, Telecel, AT).
- **Fraudulent Disputes:** Filing an unauthorized dispute for tickets that were already scanned at the event or votes that were successfully counted is considered fraud. AsedaHost will provide entry scan records and transaction confirmation receipts to the network provider. Phone numbers or accounts engaged in payment fraud will be restricted from future use of the platform.

9. Processing Timelines & Methods

When an authorized refund is approved:

- **Original Payment Channel:** Refunds are paid out directly back to the original source used at checkout (e.g., MTN Mobile Money, Telecel Cash, AT Money, or Visa/Mastercard via Hubtel). We cannot pay out refunds to third-party accounts.
- **Timeline:** Approved refunds are processed manually by our team rather than automatically by the platform. Once a refund has been issued, mobile money reversals usually reflect within **three (3) to five (5) business days** and card refunds within **five (5) to ten (10) business days**, depending on your bank's clearing cycle. These are estimates based on typical processing times, not guaranteed turnaround periods, and the review that precedes a refund may add to them.

10. Non-Refundable Service Fees

In instances where ticket face value refunds are authorized due to event cancellation:

- Third-party payment processor charges (e.g., Hubtel momo/card interchange fees of 1.5% - 2%) and telecommunication SMS dispatch fees incurred during the initial transaction are non-recoverable from network operators and are non-refundable.

11. How to Submit a Refund Claim

To initiate an authorized ticket refund claim for a cancelled or rescheduled event:

- Send an email to refunds@asedahost.com or contact@asedahost.com.
- Include your **Ticket Order Reference Number** (e.g., `ORD-XXXXX` or ticket short-code).
- State the registered mobile phone number used during checkout.
- Provide the reason for the claim (e.g., official event cancellation notice).

12. Dispute & Support Contact

Customer Dispute Resolution Desk — AsedaHost

Attendee & Buyer Protection Team

Email: refunds@asedahost.com or support@asedahost.com
Support Hotline: +233 55 163 5653 / +233 53 538 5541
WhatsApp Helpdesk: +233 24 169 4276
Operating Hours: Mon – Sat: 8:00 AM – 8:00 PM GMT