



Ticket Purchases Policy

The following policy applies to your purchase of tickets directly through us via our website at www.wachaoplus.com or through our app (in any platform). These policies are subject to our Terms of Use which are incorporated by reference.

Event Cancellations / Postponements

The event promoter determines policies relating to the cancellation of an event, not us. These policies can vary, but generally, such policies provide a refund of the ticket price. If an event is cancelled, we will attempt to contact you and advise you on our website or promoter's policy for obtaining a refund to that event.

When we issue a refund to you on behalf of the event promoter, as a result of a cancellation, we will refund the price that you paid for your ticket. Service fees, processing fees and any other fees, such as delivery fees, are not refundable.

Policies regarding postponed events vary by producer. If an event is postponed, you should contact the producer directly to obtain information about postponed dates of the event and if there is an applicable refund policy.

All Sales are Final

All sales completed through us are final. Our client do not allow us to refund or exchange any order once it has been confirmed unless the event promoter instructs us to provide a refund on cancellation or postponement, so please be sure you have selected the proper event prior to completing your order. Once tickets are issued, they will not be replaced or refunded if lost or stolen.

Ticket Resale

You understand that the resale of tickets may be restricted by law in certain circumstances. Any violation of any relevant law may result in your prosecution. Unlawful resale (or attempted unlawful resale) of a ticket is grounds for seizure or cancellation of that ticket without refund or other compensation. We assume no liability arising from your resale or attempted resale of tickets purchased through us. **No Agency**