

Refund Policy

Last Updated: [15 AUG 2025]

234 Africa Entertainment Limited (“we”, “us”, “234tickets.live”), registered RC 8569366 at Oluwakayode Jacobs Crescent, Lekki, Lagos State, Nigeria, operates the 234tickets.live platform (“Platform”). This Refund Policy explains your rights regarding ticket purchases made on our Platform.

1. Introduction

By using our Platform to purchase event tickets, you agree that you have read this Refund Policy carefully and understand your rights.

234tickets.live is a self-service platform that enables event organizers (“Event Organizers”) to sell tickets directly to attendees (“Event Attendees”). We provide the technology for ticket sales but do not organize, manage, or guarantee the quality of the events listed. Event Organizers are fully responsible for their events and any inquiries related to ticket sales or refunds.

2. Ticket Fees

All ticket purchases may include a one-time non-refundable service fee charged by 234tickets.live. This fee is not refundable under any circumstances.

3. When Refunds Apply

Refunds are only provided in the following circumstances:

- **Event Cancellation:** If an event is canceled by the Event Organizer, you are entitled to a full refund of the ticket price (excluding 234tickets.live service fees).
- **Event Changes:** If an event is rescheduled or relocated, you may request a refund within 5 working days of the change notification.
- **Organizer Errors:** In the case of mispricing or other errors by the Event Organizer, refunds will be processed automatically.

Refunds are **not** issued for dissatisfaction with the event, change of mind, or no-shows.

4. Force Majeure

If an event is affected by circumstances beyond reasonable control (e.g., severe weather, natural disasters, fire, war, pandemic, government action, terrorist acts, riots, accidents, or emergencies), 234tickets.live will assist in facilitating a refund or rescheduling according to the Event Organizer’s policy. We are not liable for any losses arising from such events.

5. How to Request a Refund

- 1 Submit a refund request via the Platform, including your order ID and reason.
- 2 We validate the request and coordinate with the Event Organizer.
- 3 Refunds are processed via Paystack within 20 working days.

If the Event Organizer does not cooperate, 234tickets.live reserves the right to advance refunds to attendees and recover funds from the organizer later.

6. Limitation of Liability

234tickets.live is not responsible for:

- The quality, enjoyment, or content of any event.
- Any direct, indirect, incidental, or consequential losses resulting from attending an event.

7. Contact

For any refund inquiries, contact our support team:

Email: 234groupinfo@gmail.com

End of Refund Policy