

# Refund Policy

**Last Updated:** January 31, 2026

Ovia Digital (“**we**,” “**us**,” or “**our**”) provides event-based services that require advance preparation, scheduling, and resource allocation. This Refund Policy explains the conditions under which refunds may or may not be issued.

By booking or using our services, you agree to this Refund Policy.

## 1. Reservation Fee

- A **reservation fee is strictly non-refundable**.
- The reservation fee secures the event date and blocks the schedule.
- The reservation fee is **deductible from the total package price**.

## 2. Client Cancellation

- If the Client cancels the booking for any reason, the **reservation fee is forfeited**.
- No refunds will be issued for services already rendered or prepared.
- Remaining balances already paid (if any) are **non-refundable** unless otherwise stated in writing.

## 3. Rescheduling Policy

- Rescheduling is allowed **once only**, within **one (1) month** from the original event date.
- Rescheduling is subject to availability.
- The reservation fee will be carried over to the new date if rescheduling is approved.
- Additional fees may apply if package changes are requested.

## 4. Provider Cancellation

- If Ovia Digital cancels the service due to unforeseen circumstances, the Client will receive a **full refund of all payments made**, including the reservation fee.

## 5. Force Majeure

Ovia Digital shall not be held liable for failure to perform due to events beyond our control, including but not limited to:

- Natural disasters
- Severe weather conditions
- Illness or accidents
- Technical failures
- Government restrictions or emergencies

In such cases:

- Refunds may be issued **at the Provider's discretion**,
- The **reservation fee remains non-refundable**.

## 6. Event Interruptions & Technical Issues

No refunds will be issued for:

- Power outages caused by the venue
- Poor or unavailable internet connection
- Venue delays, access restrictions, or security issues
- Event disruptions beyond the Provider's control

The Provider will make reasonable efforts to continue service whenever possible.

## **7. Partial Service & Early Termination**

- No refunds will be given if the service is shortened or stopped due to:
  - Client request
  - Guest misconduct
  - Unsafe conditions
  - Equipment damage caused by guests or venue

## **8. Payment Disputes & Chargebacks**

- Unauthorized chargebacks or payment disputes may result in legal action or service blacklisting.
- Clients are encouraged to contact Ovia Digital directly to resolve any billing concerns.

## **9. Policy Updates**

Ovia Digital reserves the right to modify this Refund Policy at any time. Updates will be posted on this page with a revised effective date.