

Refund & Cancellation Policy — Estia Selection Edition Ticket Sales

Last updated: [28/08/26]

This Refund & Cancellation Policy applies to all tickets purchased for Estia Selection Edition events through this website, sold by Estia Events (Pty) Ltd (Reg No. 2018/223671/07, VAT Reg No. 4530285552) and processed via PayFast. It forms part of, and should be read together with, our Terms & Conditions.

1. General Policy

1.1 As Estia Selection Edition tickets are for a dated, capacity-limited event, all ticket sales are final and non-refundable once payment has been confirmed, except as set out below.

1.2 This policy does not affect any statutory rights you may have under the Consumer Protection Act, 2008.

2. Change of Mind

We are unable to offer refunds for a change of mind, inability to attend, or non-attendance on the day of the Event ("no-shows").

3. Ticket Transfers

3.1 If you are unable to attend, you may transfer your ticket to another person free of charge, provided you notify us in writing at bookings@estia-events.co.za with the new attendee's full name and contact details at least 7 days before the Event.

3.2 We do not process refunds in lieu of a transfer.

4. Event Cancelled by Estia Events

4.1 If Estia Events (Pty) Ltd cancels an Event in its entirety and it is not rescheduled, all Purchasers will receive a full refund of the ticket price paid.

4.2 Refunds under this clause will be processed back to the original payment method via PayFast within 7 business days of the cancellation being confirmed.

5. Event Postponed or Rescheduled by Estia Events

5.1 If an Event is postponed or rescheduled, existing tickets will remain valid for the new date.

5.2 Should a Purchaser be unable to attend on the rescheduled date, they may request a refund by writing to bookings@estia-events.co.za within 7 days of the new date being announced.

6. Duplicate or Erroneous Payments

If you believe you have been charged in error or have made a duplicate payment for the same ticket, please contact us immediately at bookings@estia-events.co.za with your proof of payment. Verified duplicate or erroneous charges will be refunded in full via PayFast.

7. How Refunds Are Processed

7.1 All approved refunds are processed through PayFast back to the original payment method used at checkout.

7.2 Estia Events (Pty) Ltd does not process refunds via cash, EFT, or any method other than through PayFast, unless PayFast is unable to facilitate the refund.

7.3 Please allow up to 7 business days for a refund to reflect, depending on your bank or card issuer.

8. No Physical Goods

As Estia Selection Edition tickets are digital and no physical goods are shipped, no shipping or delivery-related refunds apply.

9. How to Request a Refund

To request a refund under the circumstances set out above, please email bookings@estia-events.co.za with:

- Your full name and the name used at checkout
- Proof of payment / order reference number
- Reason for the refund request

We aim to respond to all refund requests within 7 days.

10. Contact Us

Estia Events (Pty) Ltd

Email: bookings@estia-events.co.za

WhatsApp: 084 8833 7757 or 076 777 7777

Address: 60 Fifth Street, Killarney Country Club, Houghton Estate, 2198, Johannesburg