

Refund policy

(Applies to every ticket bought on Ticketlounge. Last updated 20 October 2026.)

DRAFT: to be reviewed by a South African attorney before launch.

This policy explains when you can get your money back for a ticket bought on Ticketlounge. It adds to, and does not limit, your rights under South African law, including the Consumer Protection Act 68 of 2008.

1. Tickets are generally non-refundable

Unless this policy says otherwise, tickets can't be refunded or exchanged once bought, including if you change your mind or can no longer attend. You can protect yourself against this with full refund cover (section 4).

2. Cancelled events

If an event is cancelled, you get back the ticket price you paid. We contact every ticket holder by email and pay refunds to the card used at checkout.

3. Postponed or changed events

If an event is postponed or changes materially (for example a different date, venue or headline act), we let ticket holders know and you can either:

- keep your ticket for the new date or arrangement, or
- ask for a refund of the ticket price within 7 days of our notice.

4. Full refund cover

Where it's offered, you can add full refund cover to your order at checkout for 10% of the ticket price. With it, you get 100% of the ticket price back if you can't attend because of one of these reasons, which must affect you or someone you were going with on the same order:

1. illness, injury or an accident, confirmed by a doctor's note;
2. pregnancy complications, confirmed by a doctor's note;
3. the death or serious illness of an immediate family member;

4. a break-in, fire or flood at your home in the 7 days before the event;
5. a summons to court or jury service on the day of the event;
6. a breakdown or accident of the vehicle or public transport you were travelling with on the way to the event;
7. being called up for duty as a member of the police, armed forces or emergency services.

To claim:

- email us before the event starts, or no later than 7 days after it, with your order number and the reason;
- send the supporting document (for example a doctor's note, police case number or death certificate) within 14 days;
- the tickets you claim for must not have been scanned at the door.

Approved claims are paid to the card used at checkout within 14 days. Full refund cover is per order and has to be added when you buy; it can't be added later. The cover fee and the service fee themselves are not refunded. Reasons not listed above, such as a change of plans, work commitments or the weather, are not covered.

5. Fees

The service fee, the SMS ticket fee and the refund cover fee are all non-refundable. If you added full refund cover and your claim is approved, the ticket price is refunded in full (100%).

6. How refunds are paid

Approved refunds go back to the card used at checkout. Depending on your bank, it can take 5 to 10 working days for the money to show in your account.

7. How to ask for a refund

Email support@ticketlounge.co.za with your order number (it's in your confirmation email and starts with TL-), the name on the order and the reason for your request.

8. Mistakes and duplicate charges

If you think you were charged by mistake, for example twice for the same order, email us with your order number. We check it and refund any amount charged in error.

9. Organiser terms

An organiser may offer more generous refund or exchange terms for their event. If they do, the terms are shown on the event page and apply on top of this policy.

10. Contact us

Questions about this policy? Email support@ticketlounge.co.za.

Refund request: what to send us

Order number (starts with TL-)

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Name and email address on the order

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Event and date

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Reason for the request (and, for full refund cover, the supporting document)

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Send these details to support@ticketlounge.co.za. We usually reply within one business day.