

LOTUS ARENA

TICKET REFUND POLICY

Phuket Music Industry Co., Ltd. • Revision: June 23, 2026

Please read before submitting a request

This Refund Policy is an integral part of the Lotus Arena platform Terms of Use. By making a purchase, you confirm that you have read this Policy and accept its terms. The technical processing and financial guarantee of refunds are provided by the Platform Operator — Phuket Music Industry Co., Ltd. — through engaged licensed payment service providers.

1. GENERAL PROVISIONS

1.1. Scope of the Policy. This Policy governs the procedure, terms, and timeframes for refunding tickets purchased on the Lotus Arena platform and applies to all events whose tickets are sold through the Platform, unless a different policy of a third-party organizer is specified on the event's page.

1.2. Parties. Ticket refunds are organized and issued by the Operator (Phuket Music Industry Co., Ltd.) directly or through engaged licensed payment service providers. The Operator bears full financial responsibility for refunding funds in the event of cancellation or postponement of an event, as well as in other cases provided for by this Policy.

1.3. Non-refundable components. Regardless of the grounds and refund option, the following are non-refundable: the tax fee (VAT) of 7% of the ticket's face value, and the processing fee withheld by the payment system at the time of payment. The refund is calculated based on the ticket's face value, excluding the fees indicated above. Under Option A (refund to balance), the full face value of the ticket is credited to the account.

2. REFUND OPTIONS

Upon approval of a request, the buyer chooses one of two options:

Option A — Refund to Balance (recommended)

100% of the ticket's face value is credited to the virtual wallet of the account on the Platform. Funds are available immediately upon approval and can be used to purchase tickets for any future events with no time limit (for as long as the account remains active).

Option B — Cash Refund

Refund to the original payment instrument. The amount = the face value, recalculated at the current ARBI exchange rate as of the processing date, less a 2.5% refund fee withheld from the buyer's refund amount. VAT (7%) and the processing fee are not refunded.

2.1. Choice of option. The option is selected when submitting the request through customer support. Once confirmed, the choice cannot be changed. If no choice is made within 48 hours of notification, Option A is applied by default.

2.2. Calculation of the amount under Option B — using the formula below:

Cash Refund Formula (Option B)

Refund amount = Ticket face value × ARBI rate on the processing date × (1 – 0.025)

Example: a ticket with a face value of 2,000 THB was purchased for 5,600 RUB at a rate of 2.80 RUB/THB. On the date of the refund, the ARBI rate is: 2.75 RUB/THB.

Refund amount = 2,000 × 2.75 × 0.975 = 5,362.50 RUB

The ARBI rate on the processing date is shown in the refund confirmation notice and is final.

3. REFUND AT THE BUYER'S INITIATIVE

3.1. Requirements for accepting a request (all must be met simultaneously): the request is submitted no later than 14 calendar days from the date of payment; no later than 48 hours before the official start of the event; the QR code has not been used for entry; the ticket was not purchased under terms that exclude a refund (clause 3.3).

3.2. Non-refundable cases: the request is submitted later than 48 hours before the start; the request is submitted after the announced start; the QR code has been scanned at entry; denial of entry for reasons within the buyer's responsibility (dress code, age, rules of conduct); a ticket purchased under a special offer/promo code with an explicit non-refundable condition.

3.3. Special offers. Tickets purchased through promotions, early sales (Early Bird), or with a promo code for a discount of 50% or more may be marked as non-refundable. This is indicated on the event's page and at checkout; the buyer explicitly confirms acceptance of the non-refundable condition.

4. REFUND IN CASE OF EVENT CANCELLATION OR POSTPONEMENT

4.1. Cancellation. If the event is cancelled by decision of the Operator or a third-party organizer, a refund is issued automatically to all ticket holders without a separate request.

4.2. Options in case of cancellation. Both options (A and B) are available under the same terms as for a refund at the buyer's initiative. The 2.5% refund fee (if Option B is chosen) is in all cases withheld from the buyer's refund amount and is not borne by the Operator or the organizer. Under Option A, the full face value of the ticket is credited to the balance.

4.3. Cancellation notice. The Operator or organizer notifies buyers by e-mail no later than 48 hours before the scheduled start, with instructions for choosing an option. The deadline for choosing is 7 calendar days; after this period, Option A is applied.

4.4. Postponement. In the event of postponement, the ticket remains valid. If the new date is not suitable, a refund may be requested within 7 calendar days from the date of the postponement notice; the terms are the same as for cancellation (clause 4.2).

4.5. Partial completion. If the event is terminated early due to circumstances beyond the buyer's control, the decision on a refund is made by the Operator or organizer on a case-by-case basis; notification is provided within 5 business days after the event.

5. PROCEDURE FOR SUBMITTING A REQUEST

5.1. The only channel is customer support through the corresponding section of the Platform's website. Requests submitted through other channels are not accepted and do not guarantee compliance with the deadlines.

5.2. Procedure: log in to your account; go to the “Help Center”; fill out the form (reason for the refund and Option A or B); submit the request. A confirmation with the request number will be sent to your e-mail.

5.3. Information required for processing: order number; registration e-mail; date of purchase and event name; reason for the refund; the option chosen; for Option B — payment details (via the original payment method).

5.4. Confirmation of the request. After verification, customer support sends an e-mail: of acceptance with the calculated amount — within 1 business day; or of rejection with the reason. The stated amount is final.

5.5. Processing time. After confirmation, the technical payment provider arranges the refund through engaged providers within the following timeframes: Option A — within 1 business day; Option B — within 14 business days. Actual crediting depends on the buyer's payment system and bank.

6. ACCOUNT BALANCE (OPTION A)

6.1. Crediting and use. Funds are available immediately after crediting; they can be applied to full or partial payment for any tickets on the Platform. In the case of partial payment, the remaining balance is paid using an available method.

6.2. Validity period. Funds on the balance have no expiration date and are held until used, provided the account remains active.

6.3. Withdrawal. Funds on the balance cannot be withdrawn in cash and are intended for the purchase of tickets. Before funds are actually credited to the balance, the choice can be changed to a cash refund through customer support.

6.4. Account deletion. If the account is deleted, any unused balance is forfeited without compensation.

7. DISPUTES AND APPEALS

7.1. An appeal against a rejection may be submitted within 7 business days through the same support section, indicating any additional circumstances or documents.

7.2. Appeals are reviewed within 5 business days; the decision is final. If the buyer disagrees, they are entitled to act in accordance with the Platform's Terms of Use.

7.3. Technical failures. If payment was made but the ticket was not issued due to a technical failure, contact support immediately; such cases are handled on a priority basis within 2 business days. If the failure is confirmed, the buyer is issued a ticket or given a full refund, at the buyer's choice.

8. CONTACTS

8.1. For refund inquiries, please contact customer support through the corresponding section on the Platform's website — this ensures your request is properly registered and that deadlines are met.

Contact Information

Customer Support: “Support” section on the website [lotusarena.life]

Operator: Phuket Music Industry Co., Ltd.

Registered address: 2/1, Unit 2, Sri Sunthon Road, Soi Choeng Thale 1, Cherngtalay, Thalang, Phuket 83110, Thailand

E-mail: lotusarenapmi@gmail.com

Currency conversion, exchange rate: ARBI Exchange Co., Ltd.

Address: 49/1 Ban Don – Cherngtalay Road, Cherngtalay, Thalang, Phuket 83110, Thailand