

California Refund Policy

Refunds for events located in California

Effective date: August 20, 2026

Refund policy for California Events

Unless stated otherwise below or required by law, Ticket purchases are final. Refunds are returned to the original payment method whenever reasonably possible.

Situation	Refund treatment
Event or ticketed session canceled	Full Ticket price refunded automatically within 30 calendar days after cancellation.
Event or ticketed session postponed or rescheduled to another date or time	Purchaser may request a full refund. Refund completed within 30 calendar days after the request.
Event replaced with another event at the same date and time	Purchaser may request a full refund. Refund completed within 30 calendar days after the request.
Same-day weather, safety, technical or schedule delay	No automatic refund solely because of the delay or schedule adjustment, unless the ticketed Event or session is canceled, moved to another date, or applicable law requires a refund.
Alternative admission offered for a new date	Purchaser may accept the alternative or request the refund available under law. A Ticket used for the alternative date is not also refundable.
Participant, performer, team, speaker, program or location change	No automatic refund unless the ticketed Event or session is canceled, rescheduled, replaced, or the law otherwise requires a refund.
Purchaser cannot attend	No refund solely because the purchaser or Ticket holder cannot attend.
Defective or unusable Ticket caused by the ticketing system	Contact Upfan promptly. Upfan will attempt replacement or another appropriate remedy and will provide a refund where required by law.

How to request a refund

Email info@upfan.io or the Organizer support contact shown on the applicable Event page and purchase confirmation, and include:

- Order number
- Purchaser email address
- Affected Ticket or session
- Reason for the request

The Organizer is responsible for the Event and required refunds. Upfan may process a refund on the Organizer's behalf while Upfan controls the relevant funds. This policy does not limit any non-waivable consumer right.