



Refund Policy – EventLab

Effective Date: 23/03/2026

EventLab is a WhatsApp-powered event management platform operated by **Intercom Global Pvt Ltd**. This Refund Policy outlines the terms and conditions under which ticket purchases made through EventLab are eligible for refunds.

1. General Policy

All ticket purchases made through EventLab are **final and non-refundable**, except under specific circumstances outlined in this policy.

EventLab acts as a **technology platform provider** facilitating ticketing, payments, and communication. The **event organizer** is responsible for defining and approving refund decisions.

2. Eligibility for Refunds

Refunds may be considered under the following conditions:

2.1 Event Cancellation

If an event is **cancelled by the organizer**, ticket holders will be eligible for a refund of the ticket value.

2.2 Event Postponement / Rescheduling

If an event is **postponed or rescheduled**:

- Tickets will remain valid for the new date
- If a customer is unable to attend, a refund request may be submitted (subject to organizer approval)

2.3 Duplicate Payments

If a user is **charged more than once** for the same booking, the duplicate amount will be refunded after verification.

3. Non-Refundable Cases

Refunds will **not be provided** in the following situations:

- Change of personal plans or inability to attend
 - Late arrival or no-show
 - Incorrect ticket selection or accidental purchase
 - Dissatisfaction with event content or experience
 - Failure to comply with event entry requirements
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4. Service & Processing Fees

- **Platform service fees, payment gateway charges, and applicable taxes are non-refundable.**
 - Refunds (if approved) will be processed **only for the base ticket value**, unless otherwise stated by the organizer.
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5. Refund Request Process

To request a refund, users must:

- Submit a request via:
 - WhatsApp support channel, or
 - Email: **info@eventlab.lk**
- Include:
 - Booking reference number
 - Registered mobile number
 - Reason for refund

Timeline

- Refund requests must be made within **5–7 working days** from the date of cancellation/rescheduling announcement.
 - Requests submitted after this period may not be accepted.
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6. Refund Processing Timeline

- Approved refunds will be processed within **3–5 working days**.

- Bank/card processing may take an additional **7–14 working days** depending on the payment provider.

Refunds will be credited to the **original payment method used at the time of purchase**

7. Organizer Responsibility

- EventLab facilitates the refund process, but **final approval lies with the event organizer**
 - EventLab is not liable for:
 - Event cancellations
 - Changes in event schedule, content, or venue
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8. Force Majeure


No refunds will be issued for cancellations or disruptions caused by events beyond reasonable control, including but not limited to:

- Natural disasters
 - Government regulations
 - Public health emergencies
 - Technical failures beyond platform control
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9. Contact Information

For refund inquiries and support:

 Email: info@eventlab.lk

 WhatsApp: 94778822023

 Website: www.eventlab.lk