



## **Ipic Play Refund Policy**

**Effective Date: 1<sup>st</sup> of August**

At Ipic Play, we are committed to delivering a safe, exciting, and enjoyable experience for all our guests. We understand that circumstances can change, and we aim to handle refund requests fairly and transparently. Please read our refund policy below:

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### **1. General Policy**

All purchases made at Ipic Play, including entry tickets, party bookings, group events, and gift vouchers, are subject to this refund policy.

### **2. Entry Tickets**

- **Non-Refundable:** Entry tickets purchased at the venue or online are non-refundable and non-transferable.
- **Date Changes:** Guests may request rescheduling their visit at least 24 hours in advance, subject to availability.
- **No Shows:** No refunds or rescheduling will be provided for no-shows or late arrivals.

### **3. Party Bookings & Group Events**

- **Deposit:** 100% Payment is required as a non-refundable deposit to secure your booking.
- **Cancellations:** We do not accept any cancellations, but rescheduling is allowed if request is made seven days or more in advance, subject to availability.
- **Rescheduling:** We will do our best to accommodate changes in date or time, provided that sufficient notice is given and availability permits. No rescheduling permitted less than 7 days from party booking.

### **4. Gift Vouchers**

- Gift vouchers are non-refundable and not redeemable for cash.
- Expiry dates are indicated on the voucher and cannot be extended once expired.



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www.ipicplay.co.za  
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Unit 28, 1st Floor, Ipic Aurora  
Shopping Centre, Cnr Aurora &  
Burton Streets, Durbanville, 7550

- Gift voucher can only be claimed during a works week excluding public or school holidays.

## 5. Food & Beverage

- Food and drink purchases made on-site at 40 Something are not refundable once the order is placed.

## 6. Cancellations by Ipic Play

In the rare event that Ipic Play must cancel or postpone a session or event due to safety concerns, technical issues, or other unforeseen circumstances, guests will be offered the option to:

- Reschedule the booking

## 7. Refund Processing

Approved refunds will be processed within 7–10 business days to the original payment method. Proof of payment may be required.

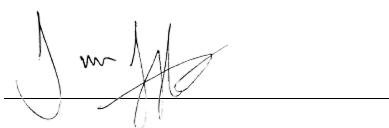
## 8. Contact Us

If you believe you are eligible for a refund or would like to discuss a rescheduling, please contact us:

 021 205 3844

 reception@ipicplay.co.za

**We appreciate your understanding and look forward to welcoming you for an unforgettable experience at Ipic Play!**

A handwritten signature in black ink, appearing to be 'J. M. M.', written over a horizontal line.

**Operations Manager**