



Ticketing Terms and Conditions

Introduction

FightX (“we”, “us” or “FightX”) is the organiser and promoter of mixed martial arts and combat sports events (“Event”, “Events”). Tickets (“Tickets”) for Events are sold by FightX directly through our website and authorised ticketing partners (“Ticketing Platform”). Notwithstanding the terms and conditions of such ticketing partners, by purchasing and/or holding and/or being in possession of a Ticket or Tickets, the holder of the Ticket (“Ticket Holder”, “you”, “your”) agrees to and is bound by these terms and conditions (“Ticketing Terms”).

We further encourage you to contact the venue and/or visit the venue website and/or the venue box office for their most recent terms and conditions.

The provisions of these Ticketing Terms are for the benefit of our ticketing partners and/or the Venue by way of contract for the benefit of a third party and may be accepted by the ticketing partners and/or the Venue at any time.

If you are under the age of 18, you must obtain your parents’ or legal guardian’s prior authorisation, permission, and consent to attend an Event.

All clauses in the Ticketing Terms indicated in **BOLD** are provisions which limit the risk or liability of FightX and/or the Ticketing Platform and constitute an assumption of risk or liability by you, impose an obligation on you to indemnify FightX and/or the Ticketing Platform, or are an acknowledgement of a fact by you. You should pay particular attention to such clauses and consider them carefully.

The Ticketing Terms

1. Each Ticket purchased through FightX or an authorised ticketing partner is intended to give you a revocable licence (or right) to entry and attendance of the Event to which the Ticket pertains. Each Ticket Holder has a right to a seat or standing place of a value corresponding to that stated on the Ticket. FightX and the Venue reserve the right to provide alternative seats or standing places to those specified on the Ticket.
2. A Ticket does not afford the Ticket Holder the right to transport, parking, merchandise, food, or beverages at the Venue, unless otherwise stated. Independent service providers may render such services, and their terms and conditions will apply between them and the person using such services.
3. You must produce a valid Ticket to gain entry to the Venue and upon request from an Event official. Failure to do so may result in you being denied entry or removed.
4. Tickets are not transferable and cannot be resold, offered for resale (including online auction sites), or used for commercial purposes such as advertising, competitions, promotions, or packages without the express written consent of FightX. Breach of this condition may result in cancellation of the Ticket without refund.



5. Any Tickets purchased from unauthorised agents or third parties are invalid, and admission will not be permitted. All Tickets remain the property of FightX at all times and constitute a personal, revocable licence that may be withdrawn at any time upon refund of the printed purchase price.
6. FightX reserves the right to restrict the sale of Tickets per person, credit card, or household, and cancel any Tickets purchased in excess of the maximum number.
7. If a pricing error occurs, we will notify you as soon as possible and offer the choice to reconfirm your order at the correct price or cancel your order with a full refund.
8. It is your responsibility to ensure Tickets are collected/delivered before the Event, to keep them safe, and to verify Event details. Event dates and times are subject to change. FightX is not liable for lost, stolen, or damaged Tickets.

FightX Refund & Exchanges Policy

1) Scope

This Policy applies to all tickets ("Tickets") for FightX Events purchased via the **FightX website** or our **authorised ticketing partners** ("Ticketing Platform"). It should be read with the **FightX Ticketing Terms and Conditions** and any venue or partner terms.

Note on law: Under the **Consumer Protection Act, 2008 (CPA)**, consumers may cancel advance bookings subject to a **reasonable cancellation fee**. The **7-day "cooling-off" right under the ECT Act** does **not** apply to dated leisure services (like live events)

2) Fan-friendly summary (plain language)

- **Changed your mind?** You can cancel **up to 21 days before** the Event for a **refund of the ticket price**, less the **service/processing fees**.
- **Within 21 days** of the Event: **no refunds**, unless the Event is **cancelled** (not merely rescheduled) or you qualify under the **compassionate grounds** below.
- **Event cancelled (not rescheduled)?** You'll get a **refund of the ticket price + service charge** (delivery/processing already rendered is non-refundable).
- **Event rescheduled?** Your Ticket is valid for the **new date**. If you **can't attend**, tell us **by the stated deadline** to get a **refund of the ticket price + service charge**.
- **Upgrades/exchanges** (same event, same venue) are usually allowed **before the event** (fees may apply).
- **Compassionate grounds:** If the named ticketholder **dies** or is **hospitalised**, we'll refund the **ticket price + service charge** (see §7).
- **Packages & upsells** (e.g., hospitality/merch bundles) follow the **partner's terms**.



3) Standard cancellations (your choice to cancel)

3.1 $\geq$ 21 days before the Event date:

- Refund of the **ticket face value minus any service/processing/delivery fees** already incurred.
- Return or digital cancellation of the original Ticket is required.

3.2 < 21 days before the Event date:

- **No refund** (except where \$7 applies or where the Event is cancelled per §4).

These time windows apply to the **first event date** if your Ticket covers multiple dates.

4) Event changes by FightX

4.1 Cancellation (not rescheduled):

- Automatic refund of **ticket face value + service charge**.
- **Order processing / delivery fees** already rendered are **not refundable**.
- For multi-day tickets where **some but not all** days are cancelled, a **pro-rata** refund may be offered at FightX's discretion.

4.2 Rescheduling:

- Tickets remain **valid for the new date**.
- If you **cannot attend**, notify us (or the Ticketing Platform) **by the deadline** communicated; we'll refund **ticket face value + service charge**.
- If you **don't notify** us by the deadline, your order is treated as **confirmed** for the new date and **no refund** will be due.

4.3 Line-up/undercard changes:

- Changes to supporting athletes/undercard **do not** constitute Event cancellation and **no refund** will be due.

5) Exchanges & upgrades

- **Before the Event**, you may **exchange or upgrade** Tickets for the **same Event and venue** (e.g., seat/section upgrade), subject to **availability** and any **price difference + admin fee** charged by the Ticketing Platform.
- Downgrades or cross-event swaps are **not** permitted.



6) Fees that are non-refundable

Unless §4.1 or §4.2 applies, the following are typically **non-refundable** once incurred or delivered:

- **Service/processing fees**
- **Delivery/fulfilment/postage fees**
- **Order processing charges**
- **Third-party payment charges** (e.g., card gateway fees), where not recoverable

7) Compassionate grounds (death/hospitalisation)

If the person **for whom the Ticket was purchased dies** or is **hospitalised** and cannot attend, we will refund the **ticket face value + service charge in full** (no cancellation fee).

Proof required: certified copy of **death certificate** or **hospital admission letter** matching the Ticket details. Please submit within a **reasonable time** of the Event.

8) How to request a refund

- If you bought via a **Ticketing Partner**, start your request via that Partner's **order page/account**.
- If you bought **directly from FightX**, email tickets@fightx.co.za with:
 - Order number
 - Full name and contact details
 - Ticket barcode(s)
 - Reason for refund request
 - Any supporting proof (where applicable)

Processing time: Approved refunds are typically processed to the **original payment method**. Bank processing times may vary.

9) Proof, returns & security

- We may require the **return** or **digital invalidation** of Tickets before issuing a refund.
- Tickets obtained from **unauthorised sellers** are **invalid** and **not refundable**.
- FightX may **withhold** a refund where there is reasonable suspicion of **fraud, misuse, or chargeback abuse**.

10) Force majeure / safety

If an Event is impacted by circumstances **beyond FightX's reasonable control** (e.g., extreme weather, safety/security directives, venue issues, strikes, acts of authority), FightX may **cancel** or **reschedule** the Event.

11) Packages, hospitality & third-party upsells

Packages (e.g., hospitality, merchandise bundles) and add-ons sold by **partners** are governed by that **partner's terms**. Please refer to your partner confirmation email or order page.

12) Children & accessibility

- Age restrictions and accompanying adult rules appear on the Event listing.
- Accessibility accommodations do **not** change refund eligibility, but we'll always try to assist—contact access@fightx.co.za.

13) Contact

- Ticketing & refunds: tickets@fightx.co.za
- General enquiries: info@fightx.co.za

14) Changes to this Policy

We may update this Policy from time to time. Material changes will be **notified** on our website and, where appropriate, by email to affected purchasers.