

HappeningPH

REFUND, RETURN, AND CANCELLATION POLICY

Effective Date: July 1, 2026

In compliance with the Consumer Act of the Philippines (R.A. 7394)

1. OVERVIEW AND SCOPE

This Refund, Return, and Cancellation Policy ("Refund Policy") applies to all bookings, ticket purchases, and transactions made through the HappeningPH Platform. It governs the circumstances under which you may be entitled to a cancellation, refund, or reversal of a payment.

This Policy is issued in compliance with the Consumer Act of the Philippines (R.A. 7394) and applicable regulations. Please read this Policy carefully before making any booking on the Platform.

This Policy should be read in conjunction with our Terms of Use, which sets out the general terms governing your use of the Platform. In the event of any conflict between this Policy and the Terms of Use with respect to refunds, this Policy shall prevail.

2. GENERAL PRINCIPLES

Because HAPPENINGPH SOFTWARE PUBLISHING SERVICES facilitates transactions between independent Hosts and Guests, refund and cancellation terms may vary depending on the specific Happening booked and the cancellation policy set by the Host. However, the following minimum standards apply to all transactions on the Platform:

- Refunds and cancellations are processed in accordance with the applicable cancellation policy disclosed at the time of booking.
- Refunds are credited back to the original payment method used for the transaction. Refunds to e-wallets (GCash, Maya, etc.) and bank cards are subject to the processing timelines of the relevant financial institution.

- Platform service charges and applicable taxes are non-refundable except as expressly provided in this Policy.
- The Platform does not facilitate cash refunds. All refunds are processed electronically.

3. ELIGIBILITY FOR CANCELLATION AND REFUND

3.1 Guest-Initiated Cancellations

A Guest may be eligible to cancel a booking and receive a refund under the following conditions:

- The Host has enabled guest cancellations for the specific Happening, as disclosed in the listing.
- The cancellation request is submitted within the cancellation window specified in the Happening listing (e.g., at least 24 or 48 hours before the Happening date, as set by the Host).
- The booking has not already been checked in or completed.
- The Happening has not already occurred at the time the cancellation request is received.

If these conditions are met, the Guest will receive a refund of the booking subtotal (i.e., the ticket or venue price), less the platform service charge and applicable taxes, which are non-refundable. The exact refund amount will be displayed to the Guest before confirming the cancellation.

3.2 Host-Initiated Cancellations

If a Host cancels a confirmed booking, the Guest is entitled to a full refund of the total amount paid, including the service charge. In addition, a cancellation penalty will be charged to the Host's wallet as follows:

- Early cancellation (outside the minimum cancellation window): A penalty equivalent to the platform service charge on the booking.
- Late cancellation (within the minimum cancellation window): A penalty equivalent to the platform service charge plus an additional fixed fee as disclosed in the Terms of Use.

The full refund to the Guest will be processed within the timelines specified in Section 5 of this Policy.

3.3 Platform-Initiated Cancellations

The Platform may cancel a booking and issue a full refund in the following circumstances:

- The booking is determined to be fraudulent or in violation of our Terms of Use.
- The Host's account is suspended or terminated before the Happening date.
- A force majeure event or circumstance beyond the control of either party renders the Happening impossible to fulfill.
- The Happening is cancelled by the Host and the Platform is notified.

3.4 Failed Payments and Expired Reservations

If a payment fails to process or a reservation expires due to non-payment within the allotted payment window, no charge is made to your payment method and no refund is necessary. Any held slots or ticket inventory will be automatically released.

4. NON-REFUNDABLE CIRCUMSTANCES AND DIGITAL GOODS EXCEPTIONS

In compliance with the Consumer Act of the Philippines (R.A. 7394) and applicable regulations on digital goods and services, the following are non-refundable except in cases of platform error or Host-initiated cancellation:

4.1 Completed Happenings

Once a Happening has taken place and a Guest has attended (as evidenced by check-in via QR code scan), the booking is considered completed and is no longer eligible for cancellation or refund. By attending the Happening, the Guest acknowledges that the service has been rendered.

4.2 Cancelled by Guest Outside the Window

Cancellation requests submitted after the Host's specified cancellation window has expired are not eligible for a refund, as the Host may have already made irreversible preparations for the Happening.

4.3 Happenings Without Guest Cancellation Rights

Where a Host has disabled guest cancellations for a Happening, as disclosed in the listing at the time of booking, bookings for that Happening are strictly non-refundable except in cases of Host-initiated cancellation or Platform-initiated cancellation as described in Section 3.

4.4 Platform Fees and Service Charges

Platform service charges, processing fees, and applicable taxes are non-refundable in all cases, including in the event of Guest-initiated cancellations made within the cancellation window.

4.5 Platform Credits

Host Credits purchased on the Platform (used to publish Happenings) are digital goods and are non-refundable once purchased and consumed, in accordance with the Consumer Act's provisions on digital goods. Unused credits may be eligible for a refund at our discretion if requested within thirty (30) days of purchase.

4.6 No-Shows

If a Guest fails to attend a Happening without cancelling in advance ("no-show"), the booking is considered forfeited and is not eligible for a refund, regardless of the Host's cancellation policy.

5. REFUND PROCESS AND TIMELINES

5.1 How to Request a Cancellation or Refund

To request a cancellation or refund, please follow these steps:

- Step 1: Log into your HappeningPH account and navigate to "My Happenings" or "My Reservations."
- Step 2: Select the booking you wish to cancel.
- Step 3: Tap or click "Cancel Booking" and follow the on-screen instructions to confirm your cancellation request.
- Step 4: Review and confirm the refund amount displayed before completing the cancellation.
- Step 5: You will receive a confirmation email to your registered email address upon successful submission of your cancellation request.

If you are unable to cancel through the app, or if your situation is not covered by the in-app cancellation flow, please contact our support team at hello@happening.ph with your booking reference number and a description of your concern.

5.2 Refund Processing Timelines

Once a cancellation is confirmed and approved by the Platform, refunds are processed within the following timelines:

- Cancellations initiated by Guests via the in-app flow: The refund request is submitted to our payment gateway immediately upon confirmation. Actual credit to your account depends on your payment method (see below).
- Cancellations initiated by Hosts or the Platform: Processed within three (3) business days of the cancellation event.
- Disputed transactions and fraud-related reversals: Processed within five (5) to ten (10) business days, subject to payment gateway and bank processing times.

Estimated refund timelines by payment method:

- Credit/Debit Cards: Seven (7) to fourteen (14) banking days, depending on your card issuer.
- GCash: Three (3) to five (5) business days.
- Maya: Three (3) to five (5) business days.
- GrabPay / ShopeePay: Three (3) to seven (7) business days.

Please note that these timelines are estimates provided by our payment processor partners and are not guaranteed by the Platform. Delays may occur due to circumstances beyond our control, including banking holidays and payment processor processing queues.

5.3 Refund Method

All refunds will be credited back to the original payment method used for the booking. The Platform does not issue refunds via cash, cheque, or any payment method other than the one used in the original transaction.

6. DISPUTES AND ESCALATION

If you believe you are entitled to a refund and have not received one within the timelines stated above, or if you dispute the outcome of a cancellation request, please contact our support team at hello@happening.ph with:

- Your full name and registered email address
- Your booking reference number
- A detailed description of the issue
- Any supporting documentation (screenshots, receipts, etc.)

Our support team will investigate your claim and respond within five (5) business days. If the matter cannot be resolved through our internal process, you may escalate your complaint to the Department of Trade and Industry (DTI) or seek redress through the competent courts of the Philippines in accordance with the Consumer Act of the Philippines.

7. AMENDMENTS TO THIS POLICY

We reserve the right to modify this Refund, Return, and Cancellation Policy at any time and/or whenever necessary. Material changes will be communicated via the Platform or by email. Your continued use of the Platform after such notification constitutes your acceptance of the updated Policy. We encourage you to review this Policy periodically.

8. CONTACT US

If you have any questions about this Policy, please contact us at:

HappeningPH Support Team

Email: hello@happening.ph

Address: Brgy. Aguisan, Himamaylan City, Philippines