



## Refund Policy – Discover Martech, Pune, 2026

The Discover Martech event is committed to ensuring a transparent and fair experience for all participants, including attendees, sponsors, and award entrants. This Refund Policy outlines the terms and conditions under which refunds, transfers, or credits may be issued. It has been designed to balance the operational commitments of the event organisers with the interests of participants, while maintaining clarity and accountability in all financial transactions.

### Ticket Sales (Attendees)

- **Full Refund:** Cancellations made **30 days or more before the event date** will be eligible for a **100% refund** (excluding payment gateway charges).
- **Partial Refund:** Cancellations made between **15–29 days before the event** will be eligible for a **50% refund**.
- **No Refund:** Cancellations made **14 days or less before the event** will not be eligible for a refund.
- **Transfer Option:** Tickets are transferable to another individual if requested at least **7 days before the event**. Contact [amit@genuus](mailto:amit@genuus) for more details.

---

### Sponsorship

- **Partial Refund:** If a sponsor withdraws **60 days or more before the event date**, 50% of the sponsorship fee (excluding deposit) will be refunded.
- **No Refund:** Cancellations made **within 60 days of the event** are non-refundable, as sponsor benefits (branding, promotions, etc.) would already be in execution.
- **Credit Option:** In exceptional cases and at the discretion of the organiser, the organiser may extend a credit note (up to 50% of the amount paid) for participation in a future event.



---

## Award Entry Fees

- **Non-Refundable:** All award entry fees are strictly non-refundable once an entry has been submitted and payment made.
- **Transfer Option:** If an entry is deemed ineligible under the stated guidelines, the fee may be **transferred to another eligible category**, provided the request is made before the submission deadline.
- **No Refund Post-Submission Deadline:** No refunds or transfers will be allowed after the official submission deadline.
- In the event that an award category is cancelled by the organisers, participants will receive a full refund, less payment gateway fees.

---

## General Notes

- Refunds, where applicable, will be processed within **45-60 working days** of approval.
- All refunds will be made to the original mode of payment used.
- The organiser reserves the right to amend or interpret the policy in special circumstances (e.g., event cancellation due to force majeure).
- Contact [amit@genuus.in](mailto:amit@genuus.in) for more details.