

REFUND POLICY

1. General Policy

All ticket purchases made through SWG SPORT are **final and non-refundable**.

Once a transaction is completed, no refunds will be issued under any circumstances except where required by applicable law.

2. Rescheduling

Customers may request to reschedule their booking subject to:

- Availability
- Request made at least **6 hours before the booked timeslot**

SWG SPORT reserves the right to approve or reject rescheduling requests.

3. Non-Transferability

Tickets are **non-transferable** and may not be assigned or resold to another individual.

4. No-Show Policy

Failure to attend a booked session (“no-show”) will result in:

- Full forfeiture of the ticket
- No refund or replacement

5. Force Majeure / Closure

In the event that SWG SPORT is unable to operate due to:

- Weather conditions
- Technical issues
- Safety concerns

Customers may be offered:

- Rescheduling (preferred option)

Refunds are **not guaranteed** unless required by law.

6. Payment Disputes

Any chargebacks or payment disputes may result in:

- Suspension of booking privileges
- Investigation and supporting documentation submission