



Party Refund and Cancellation Policy

DRAFT FOR MANAGEMENT REVIEW | Version 1 | 8 October 2026

This policy applies only to bookings and related services arranged through the iPic Play Party Department. It explains cancellation, rescheduling and refunds and forms part of the Party Terms and Conditions. It does not remove rights available under South African consumer law.

1 How to request a cancellation or change

Email parties@ipicplay.co.za with the booking reference, host name, party date, contact details, request and proof of payment. You may also call +27 611401589 for assistance. A clear cancellation notice takes effect when received; it does not depend on management approving the cancellation. We will confirm receipt and the outcome in writing.

For an urgent same-day issue, contact the Manager on Duty as well. Provide only information needed to assess the request. Where supporting medical information is required, a confirmation of hospitalisation is normally sufficient; a detailed diagnosis is not required.

2 Cancellation by the host

You may cancel an advance party booking. Where permitted by law, iPic Play may deduct a reasonable cancellation charge and refund the balance. Payment is not automatically forfeited, and there is no blanket non-refundable rule.

The charge is assessed for the individual booking, considering the nature of the services, notice given, our reasonable ability to secure another booking through diligent efforts, and relevant industry practice. The assessment also records committed costs, savings and any replacement booking income so that losses are not counted twice.

We will provide an itemised written calculation. A charge must be fair, justified and no more than the booking amount. Custom-made items are identified separately at booking; calling a standard package customised does not make the whole booking non-refundable. Any special-order goods are assessed under the law applicable to those goods.

3 Notice periods and rescheduling

Seven or more calendar days before the party: request rescheduling, subject to availability. Funds paid are carried over to the agreed replacement booking. Any price difference or reasonable, disclosed extra cost must be explained and agreed before confirmation. You may request cancellation instead, with the charge assessed under section 2.

Less than seven calendar days before the party: rescheduling is not ordinarily available. Management may consider an exception, including illness, subject to availability and any lawful costs. The right to request cancellation and receive a fair assessment still applies.

No-shows, same-day cancellations and late arrivals: there is no automatic full refund or extension. Any amount retained must still be justified under this policy and applicable law. Rescheduling is not guaranteed. A reduction in guest numbers or catering is treated as a partial cancellation, subject to the agreed minimum and a reasonable assessment; it is not automatically a forfeiture of all payment.



Exceptions refunds and service concerns

4 Death or hospitalisation

No cancellation charge is imposed where the booking cannot be honoured because of the death or hospitalisation of the person for whom, or for whose benefit, it was made, as provided by section 17(5) of the Consumer Protection Act. Refund payments for the cancelled booking without that charge. We may request reasonable supporting confirmation and will handle it sensitively.

Other illness does not automatically fall within this statutory exemption, but management will assess requests fairly. Any separately supplied special-order goods require their own lawful assessment.

5 Cancellation by iPic Play and unavailable services

If iPic Play cannot deliver the party and cancels it, the host may choose an available replacement date or a refund of payments for the cancelled services. A voucher or reschedule is not compulsory in place of a refund due. Safety concerns, technical failures or unexpected closure do not automatically make all payments non-refundable.

If an included activity or part of the package is unavailable, tell the Manager on Duty. We will explain the issue, offer an agreed suitable alternative where possible, or assess a fair refund for the undelivered portion. A material change to the party must be discussed with the host; this does not restrict any further remedy available by law.

6 Unsatisfactory service and payment errors

If a promised service is defective, late or unsatisfactory, raise it promptly so we can investigate and remedy it. Where the Consumer Protection Act applies, remedies may include correcting the service or a reasonable refund proportionate to the failure. Reporting after the party does not automatically extinguish your rights.

Duplicate payments, overpayments and incorrect charges will be checked against payment records and corrected. No cancellation penalty applies to repayment of a verified payment error.

7 Refund processing and escalation

Approved refunds are processed within seven to ten business days to the original payment method where possible, after verification of the payment and refund recipient. Bank or payment-provider clearing times may affect when funds reflect. We will explain any delay. Do not send card security codes or online banking passwords.

We will confirm the refund amount, any justified deduction and payment reference. An agreed credit must state its value and usage terms; accepting credit is optional where a monetary refund is due. Previously agreed refund rights remain enforceable.

If you disagree with the outcome, request management review at parties@ipicplay.co.za. This process does not prevent you from approaching the relevant consumer complaints body, regulator or court.

Contact | parties@ipicplay.co.za | +27 611401589
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