

ASCENT 2026

TICKETING, REFUND & VENUE ACCESS POLICY

This Ticketing, Refund, and Venue Access Policy ("Policy") governs the purchase, possession, transfer, and utilization of all entry tickets to the **ASCENT 2026 Live Finals & Orchestral Concert** ("Event"), scheduled to take place at the Lumina Ballroom, Cinnamon Life, Colombo, Sri Lanka. By completing a ticket purchase or acquiring an entry pass through authorized channels, you ("Ticketholder") explicitly agree to be bound by the terms outlined herein.

1. STRICT NO-REFUND POLICY

All ticket sales for ASCENT 2026 are definitive, non-refundable, and legally binding. Once a transaction is successfully completed, it cannot be canceled, reverted, or refunded by the buyer for any reason.

- **Change of Circumstances:** Refunds will not be issued for personal schedule changes, academic examinations, employment conflicts, travel delays, medical illnesses, or a change of mind.
- **Competitive Outcome:** Disqualification, elimination, or roster changes of any esports team or individual player registered in the ASCENT 2026 competitive bracket does not entitle team affiliates or fans to a ticket refund.
- **Technical System Glitches:** If an online transaction reports a failure or timed-out session but successfully processes funds, users must not initiate a duplicate transaction. Ticketholders must immediately contact Event Operations. Documented duplicate transactions originating from confirmed system faults will be reviewed, and verified accidental duplicates will be processed back to the original payment method within **T = 14** business days.

CRITICAL NOTICE: Unauthorized chargebacks or payment disputes initiated via credit networks or banking institutions will result in the permanent blacklisting of the user account, immediate cancellation of all associated entry passes, and forfeiture of tournament eligibility.

2. TICKET TRANSFERABILITY & RESALE RESTRICTIONS

To prevent scalping, predatory black-market markups, and fraud, strict rules apply to ticket custody changes:

- **Official Transfer Mechanism:** Tickets may be transferred to a third party exclusively through the official ASCENT 2026 user dashboard. The transfer window opens precisely 14 days prior to the event and closes permanently **48 hours** before the venue doors open.
- **Anti-Scalping Ceiling:** Entry passes are meant for community access. Tickets may not be resold or bartered for a price exceeding the original face value ($P_{\text{resale}} \leq P_{\text{face}}$). Any ticket found listed on secondary exchange platforms or social media listings for premium commercial profit will be flagged and rendered permanently void.
- **Verification Risk:** If a ticket is transferred outside the official dashboard via external screenshots or raw QR code sharing, ASCENT operations will not guarantee entry. The first digital scan at the venue perimeter grants exclusive physical admission; duplicate scans will be rejected automatically.

3. EVENT POSTPONEMENT, SCHEDULING & FORCE MAJEURE

Live entertainment and esports productions are subject to dynamic scheduling adjustments. The organizing body reserves the right to make modifications under the following conditions:

- **Postponement:** In the event that the production is rescheduled or shifted to an alternate date due to infrastructure demands, broadcast constraints, or venue conflicts, **all issued tickets remain active and valid** for the new date. Refund allowances will not be triggered by event delays unless the new date falls more than 90 calendar days out from the original date.
- **Cancellation:** If ASCENT 2026 is permanently canceled in its entirety without a rescheduled backup framework, a comprehensive face-value refund processing structure will be opened. Service fees, operational payment processing transaction rates, or personal travel and accommodation investments are strictly non-refundable.
- **Force Majeure:** ASCENT 2026, its management team, production agencies, and Cinnamon Life accept no financial or legal liability for unexpected operational disruptions, venue damage, power outages, local network grid collapses, severe weather anomalies, or government mandates.

4. VENUE ADMISSION & DOOR SECURITY

Possession of a digital or printed ticket QR code does not guarantee absolute right of entry. Admission remains conditional upon adherence to real-time venue safety codes:

- **Identification & Age Gate:** Attendees must present a matching digital ticket along with a valid form of identification (e.g., student ID, national identity card, passport, or digital portal profile). Minors under 18 must guarantee parental or guardian awareness before entry.
- **Right of Refusal & Ejection:** Event security personnel and management retain absolute authority to refuse entry or eject any individual demonstrating disruptive, abusive, intoxicated, or toxic behavior. Ejected individuals forfeit all rights to a refund or readmission.
- **Prohibited Items:** Weapons, replica firearms (excluding approved foam/plastic cosplay gear cleared at the checkpoint), professional laser tools, external commercial food/beverages, and continuous flash photography gear during live orchestral movements are strictly forbidden.

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