



## Some important information about your payments

We understand that retrieving the money for your event is important. That's why we want to keep you informed of everything that happens with your payments.

### What is a charge back?

This is how it works...

- ✔ An attendee books onto your event
- ✔ The money is sent to EventElephant
- ✔ That person decides to cancel their transaction
- ✔ The transfer of money is cancelled and never reaches EventElephant or is taken out of the EventElephant account

### Why do charge backs happen?

Charge backs can happen for many reasons. They're surprisingly more common than you think. These are some reasons an attendee might cancel their transaction...

- ✔ They receive their statement and don't recognise the transaction details
- ✔ They don't remember making a booking to an event
- ✔ They have used a friend's card and that friend forgot about it
- ✔ The credit card may have been stolen
- ✔ They attended the event and decided not to pay because they didn't like it
- ✔ The event didn't deliver on promise
- ✔ The event didn't take place

### How do charge backs affect you?

Charge backs can affect you in two different ways

- ✔ Somebody buys a ticket to your event
- ✔ That person goes to your event
- ✔ For some reason they decide to cancel their transaction
- ✔ The payment is cancelled and EventElephant does not receive the money for the ticket or the money is taken out of the EventElephant account
- ✔ In the meantime you have requested payment from EventElephant
- ✔ We transfer all the money that we have for your event over to you. This is subject to the threshold set by the card companies of 5% of the total number of bookings made. This is to reduce their risk of further charge backs.
- ✔ As soon as we retrieve any outstanding money we transfer straight to you

### What are EventElephant doing about it?

We take charge backs very seriously and work really hard to resolve them as soon as we can. Each case has to be looked at individually and can take some time to sort out.

And rest assured, you should get it back – 95% of all charge backs are resolved.

