

LOTUS ARENA

TICKET REFUND POLICY

Phuket Music Industry Co., Ltd. • Revised: June 23, 2026

Please read before applying.

This Refund Policy is an integral part of the Lotus Arena Platform Terms of Use. By making a purchase, you acknowledge that you have read this Policy and accept its terms. Refunds are handled by the technical payment provider, ARBI Exchange Co., Ltd., through licensed payment service providers.

1. GENERAL PROVISIONS

1.1. Policy Application. This Policy governs the procedure, terms, and conditions for refunds of tickets purchased on the Lotus Arena platform and applies to all events sold through the Platform, unless a different policy is specified by the third-party organizer on the specific event page.

1.2. Parties. Ticket refunds are technically handled by the technical payment provider (ARBI Exchange Co., Ltd.) through licensed payment service providers. Financial responsibility for refunds in the event of event cancellation or postponement lies with the Operator (Phuket Music Industry Co., Ltd.) or the third-party organizer, depending on the type of event.

1.3. Non-refundable components. Regardless of the reason and refund option, the following are non-refundable: VAT (7% of the ticket's face value) and the processing fee charged by the payment system upon payment. The refund is calculated based on the ticket's face value, excluding these fees. With Option A (refund to balance), the full face value of the ticket is credited to the account.

2. RETURN OPTIONS

When an application is approved, the buyer chooses one of two options:

Option A - Refund to balance (recommended)

100% of the ticket's face value is credited to the virtual wallet of your Platform account. Funds are available immediately upon approval and can be used to purchase tickets to any future events with no time limit (for the duration of the account).

Option B - Cash refund

Refund to the original payment instrument. Amount = face value converted at the current ARBI exchange rate on the processing date, minus a 2.5% refund fee deducted from the buyer's refund amount. VAT (7%) and the processing fee are not refunded.

2.1. Option Selection. This option is selected when submitting a request through support. Once confirmed, your choice cannot be changed. If no choice is made within 48 hours of notification, Option A is applied by default.

2.2. Calculation of the amount for Option B is according to the formula below:

Cash Refund Formula (Option B)

Refund amount = Ticket value × ARBI exchange rate on the processing date × (1 – 0.025)

Example: A 2,000 THB ticket was purchased for 5,600 RUB at an exchange rate of 2.80 RUB/THB. On the return date, the ARBI exchange rate is 2.75 RUB/THB.

Refund amount = 2,000 × 2.75 × 0.975 = 5,362.50 RUB

The ARBI rate on the processing date is displayed in the refund confirmation notification and is final.

3. RETURN AT THE INITIATIVE OF THE BUYER

3.1. Requirements for application acceptance (simultaneously): the application must be submitted no later than 14 calendar days from the date of payment; no later than 48 hours before the official start of the event; the QR code was not used for entry; the ticket was not purchased under conditions excluding a refund (clause 3.3).

3.2. Non-refundable cases: application submitted later than 48 hours before the start; application submitted after the announced start; QR code scanned at the entrance; refusal of admission due to reasons within the buyer's responsibility (dress code, age, rules of conduct); ticket with a special offer/promotional code with an explicit non-refundability clause.

3.3. Special offers. Tickets on promotions, early bird sales, or with a promo code for a discount of 50% or more may be marked as non-refundable. This is indicated on the event page and during checkout; the purchaser explicitly acknowledges this non-refundability policy.

4. REFUND IN CANCELLATION OR POSTPONED EVENT

4.1. Cancellation. In the event of cancellation by the Operator or a third-party organizer, refunds are issued automatically to all ticket holders without a separate request.

4.2. Cancellation options. Both options (A and B) are available, subject to the same terms and conditions as for customer-initiated refunds. A 2.5% refund fee (for Option B) is deducted from the customer's refund amount in all cases and is not charged to the Operator or organizer. For Option A, the full face value of the ticket is credited to the account balance.

4.3. Cancellation Notification. The operator or organizer will notify buyers via email no later than 48 hours before the scheduled start time, with instructions on how to select an option. The selection period is 7 calendar days; after that, Option A will apply.

4.4. Rescheduling. Your ticket remains valid when rescheduled. If the new date is not suitable, you can request a refund within 7 calendar days of notification of the rescheduling; the same conditions apply as for cancellation (Section 4.2).

4.5. Partial Event. If an event is terminated early due to circumstances beyond the buyer's control, the decision regarding a refund will be made by the Operator or organizer on an individual basis; notification must be given within 5 business days of the event.

5. APPLICATION PROCEDURE

5.1. The only available channel is customer support via the relevant section of the Platform website. Requests through other channels are not accepted and do not guarantee timelines.

5.2. Procedure: Log in to your account; go to the Help Center; fill out the form (return reason and option A or B); submit your request. You will receive a confirmation email with your request number.

5.3. Information to be processed: order number; registration email; purchase date and event name; reason for return; selected option; for Option B, details (for the original payment method).

5.4. Application confirmation. After verification, customer support will send an email: within 1 business day, confirming acceptance with an estimated amount; or rejecting with a reason. The amount specified is final.

5.5. Processing time. After confirmation, the technical payment provider will process the refund through the involved suppliers within the following timeframes: Option A: within 1 business day; Option B: within 14 business days. Actual crediting depends on the payment system and the buyer's bank.

6. ACCOUNT BALANCE (OPTION A)

6.1. Accrual and use. Funds are available immediately after crediting and can be used to pay for any tickets on the Platform, in full or in part. For partial payments, the remaining balance is paid using an available payment method.

6.2. Expiration Date. Balance funds do not expire and are held until used, provided the account remains active.

6.3. Withdrawal. Funds from your balance are not withdrawn as cash and are used to purchase tickets. Before they are actually credited to your balance, you can request a cash refund through customer support.

6.4. Account deletion. When deleting an account, any unused balance will be forfeited without compensation.

7. DISPUTES AND APPEALS

7.1. An appeal in case of rejection must be submitted within 7 business days through the same support section, indicating additional circumstances or documents.

7.2. Appeals are reviewed within 5 business days; the decision is final. If the buyer disagrees, they may act in accordance with the Platform's Terms of Use.

7.3. Technical Issues. If payment has been processed but the ticket has not been issued due to a technical issue, please contact support immediately. These cases are processed with priority

and are processed within two business days. If the issue is confirmed, the ticket will be issued or a full refund will be provided, at the buyer's discretion.

8. CONTACTS

8.1. For refund inquiries, please contact us through the support section on the Platform website. This ensures that your request is correctly registered and that the deadlines are met.

Contact information

Customer Support: "Support" section on the website [lotusarena.life]

Operator: Phuket Music Industry Co., Ltd.

Legal address: 2/1, Unit 2, Sri Sunthon Road, Soi Choeng Thale 1, Cherngtalay, Thalang, Phuket 83110, Thailand

Email: lotusarenapi@gmail.com

Technical payment provider: ARBI Exchange Co., Ltd.

Address: 49/1 Ban Don – Cherngtalay Road, Cherngtalay, Thalang, Phuket 83110, Thailand