SOCLUB GROUP INC. | CONNECT WITH FUTURE

Ticket Cancellation and Refund Policy

Event date: November 26, 2026
All deadlines: Toronto local time | All amounts in Canadian dollars

1. Application

This policy applies to tickets purchased directly from SOCLUB GROUP INC., operating as SOCLUB ("SOCLUB," "we," "us"), for Connect with Future on November 26, 2026.

Please review this policy before completing your purchase. By purchasing a ticket, you agree to this policy, subject always to rights that cannot lawfully be excluded or restricted.

2. Purchaser cancellation deadlines

For an unused ticket, the following cancellation terms apply:

When your cancellation notice is received	Refund entitlement
On or before November 5, 2026, at 11:59 p.m.	100% of the amount paid for the cancelled ticket, less the permitted processing-fee deduction described below
November 6 through November 12, 2026, at 11:59 p.m.	50% of the amount paid for the cancelled ticket, less the permitted processing-fee deduction described below
November 13, 2026, onward	No voluntary refund
After admission, or following a failure to attend	No voluntary refund

The amount paid means the actual amount charged for the ticket after discounts, including applicable taxes and mandatory ticket charges collected by SOCLUB, but excluding separately priced valet parking charges as described in section 6. Any legally required tax adjustments will be reflected in the refund.

These deadlines apply regardless of when the ticket was purchased. A purchase made after a cancellation deadline does not create a new cancellation period, except where required by law.

A qualifying cancellation does not require a personal explanation. Refunds required by law are governed by section 10 rather than these voluntary cancellation deadlines.

3. Processing-fee deduction

For voluntary purchaser cancellations under section 2, SOCLUB will deduct the original Stripe payment-processing fee actually incurred and not returned to SOCLUB, allocated to the cancelled ticket.

For an order containing multiple tickets, the fee will be allocated proportionately using the amounts paid for those tickets. The fee will be deducted only once for the cancelled ticket and will not exceed the refund otherwise payable. No additional administration or refund penalty will be added.

Refund = applicable percentage of the amount paid for the cancelled ticket, minus its allocated nonreturned Stripe processing fee.

SOCLUB will identify the deduction in the refund confirmation. Where the fee is returned to SOCLUB or was not incurred, it will not be deducted.

This deduction is SOCLUB's disclosed cancellation term. It is not a fee that Stripe automatically charges the purchaser when a refund is issued.

No processing-fee deduction applies where a full refund is required by law or where SOCLUB cancels the event under section 7.

4. How to request cancellation

Send your request to **info@soclubevents.com**, preferably from the email address used for the purchase, and include the purchaser's name, order number (if available), purchase email address, and the tickets you wish to cancel.

For voluntary cancellations, the applicable deadline is determined by when the cancellation notice reaches our designated email inbox, not when our team reviews it. A timely notice that reasonably identifies the purchase will preserve the applicable deadline while reasonable verification is completed.

SOCLUB may request information reasonably necessary to verify the transaction and the requester's authority. Do not send full payment-card details.

A social media message, voicemail, or conversation with venue staff does not constitute a voluntary cancellation request unless SOCLUB confirms receipt in writing. This does not restrict legally permitted methods of giving statutory notice.

Once a cancellation is processed, the affected ticket becomes invalid and cannot be used, transferred, or reinstated without SOCLUB's written agreement.

5. Processing and receipt of refunds

Approved refunds will normally be initiated through Stripe within five business days after necessary verification is completed, subject to any shorter deadline required by law.

Refunds are ordinarily returned to the original payment method. After initiation, refunds typically appear within **5-10 business days**, depending on the financial institution and payment method. This is an estimate, not a guaranteed bank posting date.

Some refunds appear as a reversal or reduction of the original transaction rather than a separate credit. If the refund has not appeared after ten business days, contact info@soclubevents.com for assistance.

If the original refund method fails, SOCLUB will work with the purchaser to arrange a verified alternative. A processing failure does not extinguish an entitlement to a refund.

6. Personal circumstances and unused benefits

Outside the cancellation windows, SOCLUB does not provide voluntary refunds for changes of mind, scheduling conflicts, illness, inability to travel, transportation delays, personal emergencies, failure to read event information, late arrival, early departure, or failure to attend.

Unused portions of a ticket, including missed VIP access, presentations, refreshments, or other available benefits, are not separately refundable where those benefits were provided or made available as agreed.

Ticket transfers, exchanges, substitutions, and credits require SOCLUB's written approval unless expressly permitted by the ticket terms. A transfer does not restart any refund deadline.

Nothing in this section limits legally required accommodation or remedies where SOCLUB fails to provide what was purchased.

Valet parking: Separately priced valet parking charges disclosed before purchase are nonrefundable for voluntary cancellations, nonattendance, or nonuse. No separate valet deduction will be made where parking is included in a ticket without a separately disclosed price. This restriction does not apply where a refund is required by law or where SOCLUB cancels the event under section 7. In those cases, any refundable valet charges paid to SOCLUB will also be returned.

7. Cancellation, postponement, and material changes

If SOCLUB cancels the event before it begins without providing it, purchasers will receive a refund of the amounts paid to SOCLUB for unused tickets, including applicable taxes and mandatory ticket charges, without a Stripe processing-fee deduction.

If the event is postponed to a different date, SOCLUB will notify purchasers of the revised arrangements and offer a refund option for unused tickets. The notice will provide a reasonable response period of at least 14 calendar days. Any longer period or additional remedy required by law will apply. A purchaser entitled to a refund will not be required to accept a credit instead.

SOCLUB may make reasonable operational adjustments to running order, room layout, individual speakers, entertainment, menus, demonstrations, and comparable program details. Minor adjustments that do not materially reduce the purchased experience do not, by themselves, create a voluntary refund entitlement.

This provision does not permit SOCLUB to remove a material advertised feature without addressing any resulting contractual or statutory rights. A material change to the venue, timing, or core experience will be assessed separately.

Events beyond SOCLUB's reasonable control do not eliminate refund obligations imposed by law.

8. Admission and conduct

Subject to applicable law, no voluntary refund will be provided where admission is lawfully refused or a guest is removed because of their own serious breach of clearly disclosed admission requirements, threatening or abusive behaviour, dangerous intoxication, or failure to follow lawful safety instructions.

This provision does not apply to an improper refusal of admission, unlawful discrimination, overselling, or another failure attributable to SOCLUB.

9. Discretionary exceptions

SOCLUB may, but is not obliged to, offer a goodwill refund, partial refund, transfer, or credit beyond the entitlements stated in this policy.

Such exceptions are assessed individually, in good faith and in accordance with applicable law. An exception does not establish an entitlement for another purchaser or future transaction.

SOCLUB is not required to provide a detailed explanation for declining a request for a discretionary exception, unless required by law. This discretion does not permit SOCLUB to refuse a refund promised by this policy or required by law.

Only an authorized SOCLUB representative may approve an exception in writing.

10. Mandatory consumer rights and payment disputes

Nothing in this policy excludes or restricts rights or remedies that cannot lawfully be waived, including applicable rights concerning misrepresentation, unfair practices, deficient purchase disclosures, nonperformance, or legally valid cancellation.

Where the law requires a refund, SOCLUB will provide the amount required within the applicable legal deadline, without unauthorized deductions.

Purchasers may contact SOCLUB to resolve a payment issue, but doing so is not a condition of exercising statutory rights, contacting a regulator, or raising a lawful payment dispute.

SOCLUB may provide accurate transaction records and evidence to Stripe or the purchaser's financial institution in response to a dispute. Purchasers are not entitled to duplicate reimbursement for the same amount; any coordination of refunds and payment disputes will respect applicable deadlines and rights.

11. Other expenses

To the extent permitted by law, SOCLUB does not reimburse independently incurred travel, accommodation, parking, childcare, lost earnings, or other consequential expenses associated with attending or planning to attend the event.

This provision does not exclude any liability or remedy that cannot lawfully be excluded.

12. Applicable version, governing law, and severability

The policy disclosed and accepted at the time of purchase governs that purchase. Later website updates will not retroactively reduce existing refund rights.

This policy is governed by Ontario law and applicable federal Canadian law. Subject to mandatory jurisdictional and consumer rights, proceedings relating to this policy may be brought before courts of competent jurisdiction in Toronto, Ontario.

If a provision is unenforceable, it will be ineffective to that extent without invalidating the remaining provisions. Mandatory legal rights prevail over any conflicting term.

Refund enquiries
SOCLUB GROUP INC.
info@soclubevents.com