

Cancellation and Refund Policy for Joul:

At Joul, we understand that sometimes circumstances may arise where participants need to cancel their event registration or seek a refund. We strive to provide a fair and transparent cancellation and refund policy to ensure the best experience for everyone involved. Please review the following policy:

1. Cancellation by Participants:

1.1. If a participant wishes to cancel their event registration, they must contact the event organizer directly. Joul is not directly involved in the cancellation process.

1.2. The event organizer will have their own cancellation policy, which participants should familiarize themselves with during the registration process.

1.3. Any refunds or cancellation fees are solely at the discretion of the event organizer, and Joul is not responsible for issuing refunds.

2. Fraudulent Events:

2.1. Joul takes the issue of fraudulent events very seriously. If an event is reported as fraudulent by participants or identified by Joul, appropriate actions will be taken.

2.2. If an event is determined to be fraudulent, Joul will work with the event organizer to investigate the matter and take necessary actions, which may include removing the event from the platform.

2.3. In the case of a verified fraudulent event, Joul will facilitate refunds to the affected participants to the extent possible. All refunds will be issued in Indian Rupees.

3. Refund Disputes:

3.1. Any disputes regarding refunds should be resolved directly between the event organizer and the participant.

3.2. Joul is not responsible for mediating or resolving refund disputes between participants and event organizers.

4. Joul's Role:

4.1. Joul serves as a platform connecting event organizers and participants. We provide the necessary tools and features for event registration and payment processing.

4.2. Joul is not responsible for the organization, management, or execution of events listed on our platform.

4.3. Joul does not control the cancellation policies, refund processes, or event content. These aspects are determined solely by the event organizers.

Please note that this cancellation and refund policy applies to Joul as a platform and does not override the specific policies and terms set by individual event organizers. Participants should carefully review the event details, cancellation policies, and refund terms provided by the event organizer before registering.

If you have any further questions or concerns regarding cancellations and refunds, please contact the event organizer directly or reach out to Joul support at hello@joul.co.in

We appreciate your understanding and cooperation in adhering to this policy.