"Refund Policy for Visitor Registration Fees of Guzhen Lighting Fair"

Important Notice: Please carefully read the following refund policy. Key terms have been highlighted in bold. Your ticket purchase will be regarded as acceptance of this policy.

I. Overview of the Refund Policy

1. This refund policy applies to all tickets purchased through the official channels of **the 35th Guzhen Lighting Fair**. This policy aims to clarify the rules in the ticket refund process and protect the legal rights and interests of registrants and the organizer.

2. For tickets purchased through other channels, please contact the original ticket office for refund requests.

II. Refund Periods

For all tickets purchased through the official channels of the 35th Guzhen Lighting Fair, the organizer will process refund requests according to the following two periods, and the specific rules are as follows:

1. The first period: 18 October 2026 to 21 October 2026 (inclusive)
Registrants who request a refund during this period will be eligible for a full refund (i.e., the actual amount paid) without any handling fee.
2. The second period: 22 October 2026 (inclusive) to 31 October 2026 (inclusive)
Registrants who request a refund during this period will be charged a 25% refund handling fee.
3. No refund will be available, and no refund requests will be accepted after 31 October 2026.

Refund Request Date	Refund Handling Fee (Percentage)	Remarks
18 October 2026 to 21 October 2026 (inclusive)	Full refund, no handling fee	Applications are only accepted after the exhibition concludes. The ticket must remain in "unused" status (not scanned, not verified with ID, and not exchanged for a physical admission pass)
22 October 2026 (inclusive) to 31 October 2026 (inclusive)	Charge a refund handling fee of 25% of the ticket price	
Starting from 01 November 2026	No refund available	

III.Refund Process

1. Registrants are required to submit refund requests through the official channels.
2. The organizer will review the refund request once it is received, and requests complying with the refund policy will be approved.

3. Once a refund request is approved, refund will be processed within ten (10) working days.

4. Refunds will be returned to the registrant's original payment account. Please ensure that the account is in normal status to avoid delays.

IV. Special Circumstances

If the fair is cancelled or postponed due to force majeure (e.g., natural disasters, policy adjustment, etc.), registrants may apply for a full refund without any handling fee. Details will be subject to announcements published through the official channels of the fair.

V. Notes

1. Once a refund request is submitted, it cannot be revoked; the discount codes used for ticket purchases will automatically expire and will not be reissued. Please proceed with caution.

2. The discount codes can only be used to offset ticket prices, and the refund amount will be based on the actual payment amount.

3. To maintain order of the fair and prevent malicious ticket purchases and refunds, if any registrant or account processes a refund, it will no longer be eligible for refund for subsequent ticket purchases for the same session again.

4. The refund policy may be subject to change due to company policy adjustment or changes in laws and regulations. If there is any adjustment, we will make an announcement in advance through the official channels. Registrants are advised to pay close attention to the latest policy.

VI. Special Provisions on Multiple Tickets Verification and Used Tickets

1. For the verification sequence of "multiple tickets registered under the same ID card," the access control system at the venue will prioritise retrieving the earliest-created electronic ticket linked to that ID number when swiping the ID card. Manual selection is not allowed. If that ticket has been marked as "used" by the system, it will no longer be eligible for a refund.

2. If multiple electronic tickets are linked to the same ID card, the "first actually scanned code/ID card swiped" shall be deemed as the only valid admission record.

3. Once an electronic ticket's QR code is scanned, an ID card is swiped, or a paper admission pass is redeemed via the access control system, the ticket will be marked as "used." Whether the registrant enters the venue afterward or not, the service is considered completed, and no refund will be provided.

4. If there are both unused and used tickets linked to the same ID card, the ticket status (Used/Refunded) will be displayed on the e-ticket. While unused tickets can still be refunded according to this policy, refund requests will not be accepted for the amounts corresponding to used tickets.

5. Handling of abnormal admissions

(1) If there is any objection to a ticket being marked as "used," the registrant must present the original ID card and purchase order information before the end of the fair, either by calling 0760-22353188 during working hours or by submitting a written complaint at the on-site service counter; the organizer will complete review within seven (7) working days. Complaints submitted after the deadline will not be accepted.

(2) If it is confirmed that a ticket is falsely marked by the system (no actual admission record, no verification equipment log, or irregular system timestamp), the organizer will give a full refund via the original payment channel; if the verified "used" record is confirmed to be valid after review, the original decision of non-refund shall be upheld.