

## **Cancellation and Refund Policy**

- a. Cancellation of tickets once booked will not be permitted.
- b. Rescheduling of a game can be done twice within a 30-day period free of charge provided the requested slot is free.
- c. In case of a gaming event where the Player has already made a payment for the same, if the Player's entry at the Microgravity premises or use of any Microgravity product at such premises is restricted due to unexpected closure of the premises or technical issues in the Microgravity product, Microgravity Ventures Private Limited shall initiate a full refund to the Players Gaming card. However, if the Microgravity premises have been shut down pursuant to a Force Majeure Event, Microgravity Ventures Private Limited shall not be liable to provide a refund of the ticket amount.