CANCELLATION AND REFUND POLICY

General Terms for the Customer

Last update: March 6, 2026

1. PARTIES

Platform: Ustica Info Hub — digital platform for booking events, workshops and activities in the territory of Ustica.

Platform owner:
Techno IN di Antonio bruno Tanas — P.IVA 07013020826, REA PA-432448
Via Marche 21, 90144 Palermo (PA)

Licensee and service manager:
Pro Loco Ustica APS — P.IVA 07124420824, C.F. 97358800825
Via Torre Santa Maria SNC, 90051 Ustica (PA)
RUNTS: 101242 (Sezione APS)

2. TICKET ECONOMIC STRUCTURE

Each ticket purchased on the platform consists of two components:

- Ticket share (94%): amount allocated to the event organizer.
- Service commission (6%): amount covering platform costs, electronic payment processing and fiscal management.

Example: for a ticket of EUR 15.00 !' ticket share EUR 14.10 + commission EUR 0.90.

3. REFUND POLICY

3.1 Authorization period (first 24 hours)

At the time of purchase, the amount is authorized on the customer's card but NOT charged. During the first 24 hours:

- The customer may cancel the booking and receive an immediate release of 100% of the amount, at zero cost to all parties;
- The authorization is converted to an actual charge after 24 hours from purchase;
- Fiscal documents (invoice, receipt) are issued only upon the actual charge.

' No reason is required for cancellation during the authorization period. The authorization release is instant and zero-cost.
Conditions: the event must not have already started and must be scheduled at least 12 hours after the request.

3.2 Purchases for imminent events (less than 12 hours)

For events starting within 12 hours of purchase, the charge is immediate and final. In this case, no refund is possible.

3.3 After the charge (beyond 24 hours)

Once the payment has been charged, no refunds can be obtained at the customer's initiative. This limitation complies with Art. 59, lett. n) of the Italian Consumer Code (Legislative Decree 206/2005), which excludes the right of withdrawal for contracts providing leisure services when the contract specifies a particular date or period of performance.

4. EVENT CANCELLATION BY THE ORGANIZER

In case of event cancellation by the organizer, the customer loses nothing:

- If the payment is still in authorization: immediate release of 100%, zero cost;
- If the payment has already been charged: 100% refund of the total amount (ticket + commission);
- The organizer bears all banking fees;
- The refund is processed within 5-10 business days to the original payment method.

5. EVENT POSTPONEMENT

In case of event postponement by the organizer, the customer receives an email with two options:

- ACCEPT: the booking is updated to the new date at no additional cost;
- REJECT: 100% refund of the amount paid (authorization release or full refund);
- The customer has 7 days to decide. If no response is received, the refund is processed automatically.

6. HOW TO REQUEST A REFUND

- Online procedure: access your profile !' My Tickets !' select the order !' Cancel.
- Direct support: send an email to segreteria@prolocoustica.com

For cancellations during the authorization period (24h), the release is instant. For refunds on charged payments, credit is processed within 5-10 business days.

7. LEGAL REFERENCES

This cancellation policy complies with applicable legislation:

- Art. 59, lett. n) of the Italian Consumer Code (Legislative Decree 206/2005) — exclusion of the right of withdrawal for leisure services with a specific date;
- Regulation (EU) 2016/679 (GDPR) — personal data processing;
- Legislative Decree 82/2005 (CAD) — electronic documents and electronic invoicing;
- Presidential Decree 633/1972 — VAT, invoicing and credit notes.