



WTC TICKET & REFUND POLICIES

TICKETS & REFUNDS

VERSION 1.0 - EFFECTIVE DATE: 09 NOVEMBER 2025

INTRODUCTION STATEMENT

This Standard Ticket Purchase Policy ("Ticket Purchase Policy"), which is incorporated in our General Policies ("General Policy"), applies to all standard ticket purchases as well as purchases of associated products and services on our website and to your use of our tickets, products, and services (our "WTC Webstore," defined below). When you purchase standard tickets and associated products and services through our WTC Webstore, you agree to abide and be bound by all the terms and conditions set forth in the policies that govern our event. These policies can be accessed from our website: wtc-belgium.com. If you don't agree, don't purchase tickets or associated products or services through or use the WTC Webstore.

PARTIES

This Ticket Purchase Policy, together with our General Policies, is a legally binding agreement between you, the user ("you" or "your"), and us. We use the terms "us," "we," and "our" to collectively refer to VZW WTC Belgium, Malinas Events B.V., and all of WTC's subsidiaries, and affiliates. When they are applicable, a list of our subsidiaries and affiliates will be disclosed and publicly available from the "About WTC" section of our website, wtc-belgium.com.

WHO WE ARE - AND WHO YOU ARE BUYING FROM

WTC Belgium vzw, with CBE number BE0597989756 and Malinas Events BV, with CBE number BE1019675876 are the organising entities for the WTC events and the ticketing service provider there-of.

DIGITAL TICKETS

All WTC tickets are digital only and need to be purchased from the wtc-belgium.com WTC Webstore. You will not receive physical tickets once you have completed the purchase. Instead, the email stating your unique ordernumber (and associated invoice that should be automatically generated with your purchase), will serve as your personal Order Confirmation. When making a purchase, make sure the information you provide is accurate and valid. Don't place (or try to place) an order with any information that is false, misleading, incorrect, or incomplete, that cannot be verified as belonging to you, or that you don't have the right to use. This includes using nicknames where legal names are requested/required for instance. If you do, your order can be canceled at any time. We accept no responsibility or liability for such cancellations. In rare circumstances, if your payment is recalled by the associated bank or payment provider, we reserve the right to cancel and refund any orders you have placed, even if we have already sent an Order Confirmation.

Once you've successfully placed an order, you should be directed to a confirmation page and/or will receive a confirmation email (each an "Order Confirmation"). Upon receipt, please check your Order Confirmation to confirm its accuracy. If you don't receive an Order Confirmation after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to check your account and confirm whether your order has been successfully placed, as (for example) Order Confirmations may have been delivered to your spam folder depending on your email settings, or there may be processing or other errors or issues that prevent confirmation. You may not cancel an order based on claimed or actual non-receipt of an Order Confirmation. Only you may be aware of any problems that may occur during the purchase process. You cannot cancel an order because of problems with the receipt of



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Order Confirmations, and we are not responsible for any losses if you don't receive an Order Confirmation but assume that an order was (or was not) placed.

Once you receive an Order Confirmation, your ticket purchase is final, and no changes may be made by you. If you have any questions, please use the "Contact Us" form available from the landing page on our website, wtc-belgium.com.

You can contact admin@worldteamchampionship.com at any time in order to request a confirmation of your order.

NO REFUND POLICY

At the WTC, we are maintaining a strict "NO REFUND" policy except in instances where the event you signed up for is cancelled or reported to another date. This policy is in place mainly because organising the WTC is built on a financial reality where every attendee matters, and to keep bookkeeping to a minimum. If we can't be sure of the total number of attendees in terms of ticket sales, we can't take the right decisions regarding our budget spend. To offset that, players can always transfer their ticket to another player using the TICKET TRANSFER FORM that can be found on our website, and this up until July 1st.

IN CASE THE EVENT IS REPORTED TO ANOTHER DATE OR CANCELLED

If an event is canceled, no action is required to obtain a refund; we will issue a refund (including for any additional Extras or upgrades and without subtracting any servicing fees) to the original method of payment used at time of purchase and this within 30 business days of the official announcement, as long as you haven't transferred your ticket in the meanwhile.

If an event is postponed, rescheduled, or moved, your ticket(s) (including any additional Extras) are still valid, and no further action is required. If you cannot attend the rescheduled event, you may request a refund within 14 days of the postponement or rescheduling announcement. Note that a service fee of 10% is applicable to all refunds except when the event is fully cancelled and that disputes filed via credit card companies without first contacting us may result in ticket invalidation and (future) denial of entry. If you don't notify us that you are unable to attend within the applicable deadline, you will not be able to claim a refund.

Note that you cannot get a partial refund. All refunds will apply to your entire order. The refund will be processed to the original method of payment used at the time of purchase. We cannot issue a refund to a different method of payment (e.g., a different credit or debit card). This implies that transferred tickets (see below) are never eligible for a refund. Requests for a refund are final and cannot be changed once initiated.

FORCE MAJEURE

We are not liable for cancellations or disruptions due to unforeseen circumstances beyond our control, including but not limited to: Inclement weather, natural disasters, pandemics, changing government regulations, lockdowns, or travel restrictions, war, terrorism, or civil unrest & venue or supplier failures.

In such cases, if the event is cancelled or reported, the section above applies with the exception that ticket purchasers will be petitioned whether their ticket purchase may be used to cover any assumed organisational costs.



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REFUND REQUESTS

Refund requests (in case the event is cancelled or moved to another date) must be submitted within the eligibility window, stating your Order Confirmation number, full name, email used for purchase, and reason for the refund request, and this to the following email address: admin@worldteamchampionship.com.

Note that a service fee of 10% is applicable to all refunds except when the event is fully cancelled and that disputes filed via credit card companies without first contacting us may result in ticket invalidation and (future) denial of entry.

TRANSFERRING YOUR TICKET TO ANOTHER PLAYER

Transfer of tickets are permitted. Only requests initiated through the TICKET TRANSFER FORM (found on our website) will be considered, and this up until July 1st after which no more ticket transfer requests will be processed.

CLOSING STATEMENT

We may update this Ticket Purchase Policy and our Other Policies from time to time to reflect changes or how we do business, for legal, regulatory, or security reasons, to promote a safe and secure experience for our different users, to prevent abuse of or harm, or for other reasons. If we revise this Ticket Purchase Policy, we will update the "Effective Date" at the top. Any changes we make will only be binding on you if and when you agree to the updated Terms (which incorporate the Purchase Policy). The Effective Date above will tell you when the Ticket Purchase Policy was last revised.

To the extent that this Ticket Purchase Policy has been updated from a prior version to which you previously agreed, the most recent version of the Purchase Policy to which you agreed supersedes and governs.