

**Cancellation Policy for MacDudley Dragon Entertainment LLC & Subsidiary
Businesses/Events
At MacDudley Dragon Entertainment LLC**

We understand that unexpected life events occur. To request a cancellation and potential reimbursement, please review our requirements and terms below:

1. Documentation Required:

All cancellation requests must be accompanied by appropriate documentation to be considered for reimbursement.

2. Processing Timeline:

Approved reimbursements are issued thirty (30) days after the scheduled event has concluded.

3. Cancellation Timelines & Refunds:

If you cancel twenty-one (21) days or fewer prior to the event, you will receive a maximum reimbursement of 30% of your original payment.

4. Multi-Booth Cancellation & Resale Liability:

For merchants reserving more than two (2) booths, the merchant remains responsible for the full fee of all reserved booths upon cancellation. For reservation and payment of one (1) booth, if MacDudley Dragon Entertainment LLC must reduce the booth rate to fill the vacant spot, the canceling merchant is responsible for covering the difference (for example, if a booth fee is \$105 and it is resold for \$80, the merchant owes the \$25 difference). This amount will be deducted from any reimbursement owed; if no refund is due or the deduction exceeds the refund, the merchant must pay the remaining balance before any reimbursement can move forward.

5. Payment Method & Processing Fees:

a. Check:

Reimbursements are issued via check sent through standard mail.

b. Credit Card / Third-Party:

If you request a reimbursement via credit card or third-party processor, and offboarding service fee will be deducted from your total reimbursement amount.

c. Dispute Escalation:

If paying via credit card or a third-party service, you must attempt to resolve the issue directly with MacDudley Dragon Entertainment LLC first. Credit card disputes should only be initiated if a resolution cannot be reached after 60 days post-event.

d. Ad Removal Expenses:

If a cancellation is approved, the merchant is responsible for covering all costs associated with removing promotional materials and advertisements from our social media channels and marketing platforms. This amount will be deducted from any refund amount.

e. Confidentiality:

All cancellations and reimbursement settlements are strictly confidential. Merchants agree not to disclose, discuss, or publish the terms or details of any cancellation or resolution to any third party.