

Refund and Cancellation Policy 💰

Refunds for tickets purchased through the website <https://www.amiton.co.il> (<https://www.amiton.co.il/>) are subject to the terms and conditions outlined in the User Agreement (Public Offer) available on our website, and are in accordance with the provisions of Israeli law, including the Consumer Protection Law, 1981.

1. Cancellation and Refund at the Customer's Request

Ticket cancellation or change of event date is allowed within 14 days from the date of transaction, provided that the cancellation request is made no later than 7 business days before the scheduled event date, in accordance with Section 14C of the Consumer Protection Law.

Cancellation must be made in writing via email to [insert your support email address].

Refunds will be processed through the original payment method, minus the cancellation fee as permitted by law:

5% of the total transaction amount or 100 NIS, whichever is lower.

The refund will be processed within 14 business days from the date of the written cancellation request.

If the transaction was made on the same day, cancellation can be done without any cancellation fee, provided it is requested before midnight (Israel time).

2. Refunds in Case of Event Cancellation, Replacement, or Postponement

If an event is canceled, replaced, or postponed, the customer will be entitled to a full refund to the original payment method within 14 business days of the notification.

In the event of postponement due to force majeure (e.g., war, natural disaster, pandemic), all tickets will remain valid for the new date.

If the new date is not suitable, a refund request may be submitted, and each case will be reviewed individually, based on documentary proof of the inability to attend.

3. Important Notes

Refunds are not provided for partial attendance, late arrivals, or dissatisfaction with the content of the event.

No cancellations will be accepted less than 7 business days before the event, except in the case of force majeure or legal exceptions.

This policy does not limit your rights under any mandatory provisions of Israeli law.