



Car Events Pro — Refund Policy

Last Updated: 11/22/2025

Car Events Pro (“we,” “us,” “our”) provides software tools that allow car clubs and event organizers (“Clubs”) to run online car show registrations, voting, and payments.

Car Events Pro is **not** the event organizer and does **not** control event operations, cancellations, or refund decisions. Car Event Pro is a software-as-a-service (SaaS) provider.

This Refund Policy explains how refunds are handled for registrations and payments made through the Car Events Pro platform.

1. Car Events Pro Does Not Issue Refunds

Car Events Pro **does not issue refunds** for registration fees, merchandise purchases, donations, or any other payments made for a car show or event.

All payments are collected **on behalf of the Club**, and all refund decisions are made by the **Club hosting the event**.

Car Events Pro is a payment facilitator only.

2. Refunds Are the Responsibility of the Hosting Club

The Club running the event is solely responsible for:

- Determining whether refunds are offered
- Setting refund deadlines
- Responding to refund requests
- Handling cancellations and event changes
- Managing chargebacks and dispute outcomes

If you would like a refund, you must contact the **Club** directly.

Car Events Pro cannot override or issue refunds on behalf of a Club.

3. How Refunds Work Through Stripe

If a Club approves a refund, the Club will issue the refund through their Stripe dashboard.

Refunds will:

- Be processed by Stripe
- Return to the original payment method
- Take 5–10 business days depending on the card issuer
- Only be issued if the Club approves the request

Car Events Pro cannot accelerate Stripe refund timelines.

4. Platform Fees Are Non-Refundable

Car Events Pro charges a platform fee on each registration.

This fee is non-refundable, even if:

- The registrant cancels
- The Club cancels the event
- The registrant entered incorrect information
- The registrant disputes the charge
- Weather conditions cause event cancellation
- The Club changes event date or format

Platform fees cover the cost of hosting, processing, authentication, and administrative services provided at the time of registration.

5. Event Cancellations or Changes

If an event is:

- Cancelled
- Postponed
- Rescheduled
- Modified

Refunds or credits (if offered) are provided **solely by the Club**.

Car Events Pro is not responsible for:

- Event cancellations
 - Weather-related issues
 - Venue changes
 - Scheduling changes
 - Club policy changes
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6. Chargebacks and Disputes

If a registrant files a chargeback:

- Stripe decides the outcome
- The Club, not Car Events Pro, is financially responsible
- Car Events Pro may charge the Club a chargeback handling fee

Car Events Pro does not arbitrate disputes between registrants and Clubs.

7. Errors in Registration Information

If a registrant makes a mistake (wrong class, wrong name, wrong car info, duplicate registration), the Club may issue a refund or correction at its discretion.

Car Events Pro cannot make corrections or issue refunds for data-related errors.

8. No-Show Policy

If a registrant does not attend the event for any reason, the registration is non-refundable unless the **Club** specifically offers an exception.

9. How to Request a Refund

Registrants must contact the **event's hosting Club** directly.

You can usually find Club contact information:

- On the event description page
- On the Club's website

- On your registration confirmation email
- On the Club's social media or contact directory

Car Events Pro cannot forward refund requests or contact Clubs on behalf of users.

10. Contacting Car Events Pro

For technical issues (not refund requests), you may contact:

Car Events Pro Support
support@careventpro.com