

REFUND AND CANCELLATION POLICY

Lebelosport (Pty) Ltd · trading as Lebelo

Version: 1.0 Effective: 13 October 2026 Lebelosport (Pty) Ltd, registration number 2026/504186/07

1. What this policy covers

This policy explains when money you pay through the Lebelo platform is refunded, who decides, and how a refund reaches you. It covers event entries, events Lebelo organises itself, athletics licence fees, paid athlete features, club subscriptions and Team Lebelo membership.

It explains how our Terms of Service apply to refunds, and should be read with them — in particular sections 5 to 8. It does not change the Terms. If anything here appears to conflict with the Terms of Service, the Terms of Service prevail.

Your statutory rights are not affected. Nothing in this policy limits any right you have under the Consumer Protection Act 68 of 2008, the Electronic Communications and Transactions Act 25 of 2002, or any other law that cannot be excluded by agreement.

Important — two amounts are not refundable:

The Lebelo platform fee on an event entry is not refunded, including where the event is cancelled or postponed (section 3). The card processing charge on an athletics licence payment is not refunded (section 4). Both are shown to you separately before you pay.

2. Event entries

2.1 The Organiser sets the refund terms

When you enter an event organised by someone else, your contract for that event is with the Organiser, and the Organiser sets its cancellation and refund terms — not Lebelo.

Every event must publish a cancellation and refund policy before it can sell entries. It is shown to you before you pay and forms part of your contract with the Organiser. It must say what happens if you cancel your own entry, if the Organiser cancels or postpones the event, and if the event does not go ahead because a required permit or approval is not granted.

Lebelo applies the Organiser's policy. Where the Organiser's policy provides a refund, the refund is processed in line with it. Where it does not, we cannot grant a refund on the Organiser's behalf.

2.2 Where your entry money goes

Your entry fee is paid to the Organiser's own payment account. Lebelo does not receive or hold an Organiser's entry money, so a refund of an entry fee is paid from the Organiser's funds and in accordance with the Organiser's policy.

2.3 If an event is cancelled

If an Organiser cancels an event, what you are entitled to is set by the Organiser's published policy. If an Organiser does not refund you as its policy provides, your claim is against the Organiser. Contact us and we will give you the Organiser's contact and registration details, and help you take the matter up with them.

2.4 If an event is postponed

If an Organiser postpones an event, a paid entry normally moves to the new date. If you cannot take part on the new date, the Organiser's policy decides whether you may transfer or defer your entry, or receive a refund.

2.5 Death or hospitalisation

If you cannot take part because of your death or hospitalisation, or that of the person entered, no cancellation charge may be imposed on the entry fee, whatever the event's policy says. Contact us with the entry details and supporting documents, and we will deal with it with the Organiser.

2.6 Transfers are not refunds

An entry may be transferred to another person only where the Organiser permits it and through the process the platform provides (Terms of Service section 7.6). A transfer is not a refund.

2.7 Events organised by Lebelo

Where Lebelo is the Organiser of an event, we are the supplier and your contract is with us. The cancellation and refund policy published on that event's page applies, and we process refunds under it. An event organised by Lebelo is identified as such on its event page.

3. The Lebelo platform fee

The platform fee pays for the platform service used to make your entry: taking the entry, processing your payment and passing it to the Organiser. That service is complete when your payment goes through.

The platform fee is therefore not refunded when an entry is cancelled or refunded, including where the Organiser cancels or postpones the event.

It has two parts, each shown to you separately before you pay: PayFast's card fee for processing your payment, passed on at cost, and Lebelo's commission. Usually both come out of the entry fee and nothing is added to the price you pay. For some events the platform fee is added to the entry fee instead; where it is, the event page and the checkout show the total you pay, including the fee.

The refund you receive for an entry is set by the Organiser's policy. The part of the price that was the Lebelo platform fee is not refunded by Lebelo.

The only exception is a payment taken in error, such as a duplicate charge (section 6.3).

4. Athletics licence fees

The licence fee is set by the provincial athletics body and passed on to it in full, without a markup. The card processing charge is PayFast's charge for the payment, passed on at cost, and is shown as its own line before you pay.

4.1 Before a licence number is issued

If your club or the provincial body refuses your application, or you withdraw it before a licence number is assigned, we refund the licence fee. The card processing charge is not refunded, because it is PayFast's charge for a payment that has already been made.

To withdraw an application, contact us before a licence number is assigned.

4.2 After a licence number is issued

Once a licence number has been assigned, the provincial body has issued your licence and the licence fee is not refundable through Lebelo. The provincial body is the issuing authority, and questions about an issued licence are for it to decide.

4.3 Junior licences

Where an adult paid the licence fee for a junior athlete, any refund is made to that adult.

5. Subscriptions and memberships

This section covers paid athlete features, club subscriptions and Team Lebelo membership.

- You may cancel at any time. Your subscription or membership stays in place until the end of the period you have paid for, and then ends.
- No refund is given for any part of a period you have paid for, whether you pay monthly or annually.
- Where a free trial is offered, you are not charged unless you choose to continue after the trial.
- If we increase a fee, we will give you reasonable notice and you may cancel before the increase takes effect.

Membership of any club other than Team Lebelo is between you and that club, and that club's own terms decide whether a membership fee is refunded.

6. How refunds are paid

6.1 How to ask for a refund

Email compliance@lebelos.co.za with your name, the email address on your Lebelo account, the payment reference from your receipt, what the payment was for and why you are asking for a refund. For a death or hospitalisation, include supporting documents.

6.2 Timing and method

We process an approved refund within 10 business days of it being approved. It is paid back to the card or account you paid with, through PayFast. Your bank or card issuer may take further time to show it on your statement.

6.3 Payments taken in error

If you were charged twice for the same thing, or charged an amount you did not agree to because of an error on our side, we refund the amount taken in error in full, including any fee.

6.4 Chargebacks

If you think a payment was wrong, please contact us before asking your bank to reverse it — most problems are quicker to resolve directly. Where a payment is disputed, we may give PayFast and your bank the record of the payment and of what was shown to you before you paid.

7. Changes to this policy

We may update this policy. A new version is published here with its version number and effective date. A refund for a payment is decided under the version in force when that payment was made.

8. How to contact us

Payments, refunds and complaints: compliance@lebelos.co.za

Everything else: info@lebelos.co.za

Address: 4 Dexter Road, Northumberland Park, North Riding, Gauteng

Company: Lebelosport (Pty) Ltd, registration number 2026/504186/07, trading as Lebelo (lebelosport.co.za)