



1 January 2023

Flagstick Ventures Sdn Bhd ("FV")

Refund Policy

All bookings made with Flagstick Ventures Sdn Bhd ("Company") are non-cancellable and, similarly, all payments made to the Company are non-refundable.

The Company shall only allow a postponement of a booking subject to all of the following conditions:

(a) the customer must submit a written postponement request to the Company more than 24 hours before the scheduled booking time; and

(b) subject to slot availability, a postponement will be permitted for a future date / time in the same price category. For example, a non-peaking booking time cannot be postponed / exchanged for a peak booking time.

In all other circumstances (including where the postponement request is made within 24 hours or less), the postponement request shall not be allowed and any payments that have been made shall be forfeited.

Flagstick Ventures Sdn Bhd (1459317-X)

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