

# BURIED BENEATH LTD

## REFUND & CANCELLATION POLICY

Version: Final Launch v2.1 | Effective date: 27 August 2026  
Company no. 17334388 | Registered office: 61 Bridge Street, Kington, HR5 3DJ  
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### 1. Fee components

A booking can include a Dig Fee, Buried Beneath Booking Fee and payment/processing fee. The checkout total and booking record show the applicable amounts.

### 2. Detectorist cancellation

Where a Detectorist cancels an eligible booking at least 24 hours before the event start time, the current Platform rule is to refund the Dig Fee only. The Booking Fee and payment/processing fee are retained, unless applicable law requires otherwise or Buried Beneath authorises an exception.

### 3. Organiser cancels an individual booking

Where the Organiser cancels an individual confirmed booking, the current Platform rule is to refund the Dig Fee and Booking Fee. The payment/processing fee is non-refundable unless applicable law requires otherwise.

### 4. Organiser cancels the entire dig

Where the Organiser cancels the entire event, eligible confirmed bookings are cancelled and the current Platform rule is to refund the Dig Fee and Booking Fee. The payment/processing fee is retained. Users are notified and the cancellation reason may remain visible until the event's scheduled finish time.

### 5. Refund timing

Buried Beneath initiates eligible refunds through Stripe. The time for a refund to appear depends on Stripe, the card issuer and the user's bank. We do not guarantee a particular bank-posting time.

### 6. Administrative exceptions

Authorised administrators may issue or record full/partial exceptions where supported and appropriate for duplicate payments, technical errors, fraud/security, organiser requests, legal obligations or exceptional circumstances. This does not create an entitlement to discretionary refunds in other cases.

### 7. Rescheduling

Where an event is lawfully rescheduled within Platform rules, existing bookings may remain attached to the revised event. Any right to cancel or receive a refund is subject to the displayed Platform policy and applicable consumer law.

This document forms part of the Buried Beneath Platform legal suite and should be read with the other policies applicable to the relevant feature or transaction.