

GoPYPR — Payment Gateway Terms and Conditions

PYPR Digital CC | trading as GoPYPR | Windhoek, Namibia | CC/2025/04234

1. Description of Services

GoPYPR (operated by PYPR Digital CC, registration number CC/2025/04234) is a WhatsApp-based event ticketing platform operating in the events and entertainment industry in Namibia. GoPYPR enables customers to purchase event tickets directly via WhatsApp, and enables event organisers to create events, manage ticket types, and receive ticket sales payouts without requiring an app download. Card payments are processed securely through an approved payment gateway integrated into the GoPYPR platform.

2. Delivery Policy

Subject to availability and receipt of confirmed payment, ticket orders will be processed immediately upon payment confirmation. Ticket delivery is confirmed by way of a PDF ticket delivered directly to the customer via WhatsApp. In the event of a system delay, delivery will occur within 24 hours and the customer will be notified via WhatsApp.

3. Return, Refunds and Cancellation Policy

3.1 Event Cancellation by Organiser - Card Payments: In the event that an event is cancelled by the organiser, customers who purchased tickets via card payment through the GoPYPR platform will receive a refund of the full ticket purchase price, minus any card transaction fees incurred at the time of the original payment. Card transaction fees are non-refundable as they are levied by the payment gateway at the time of processing and cannot be recovered by GoPYPR. Refunds will be processed back to the original card used for payment within 30 days of confirmed event cancellation.

3.2 Event Cancellation - Bank Transfer and Mobile Wallet Payments: Customers who purchased tickets via bank transfer or mobile wallet will receive a full refund of the ticket purchase amount within 30 days of confirmed event cancellation, subject to organiser payout availability.

3.3 Customer-Initiated Cancellation: Cancellation of orders by the customer after successful payment is subject to the event organiser's own refund policy. GoPYPR may facilitate the refund process on behalf of the organiser but does not guarantee refunds for customer-initiated cancellations unless required by applicable Namibian law.

3.4 Unavailability: In cases where a ticket type becomes unavailable after payment has been processed due to a platform or system error, GoPYPR will process a full refund to the customer within 30 days, inclusive of any transaction fees applicable.

3.5 Refund Method: All card refunds will be returned to the original card used for the transaction. GoPYPR will not issue card refunds to a different card or alternative payment method.

3.6 Dispute Resolution: Customers with refund disputes should contact GoPYPR at admin@gopypr.com.na or via WhatsApp on +264 81 267 5561. GoPYPR will acknowledge disputes within 2 business days and aim to resolve them within 14 business days.

4. Customer Privacy Policy

PYPR Digital CC shall take all reasonable steps to protect the personal information of users in accordance with applicable Namibian data protection legislation. Customer data including name, phone number, and email address is collected solely for the purpose of ticket delivery, order management, and customer support. Card details are never stored by GoPYPR; they are entered directly on the payment gateway's secure interface. Customer data is not sold or disclosed to third parties except where required by law or for the purpose of fulfilling the ticket order. For full details refer to the GoPYPR Privacy Policy at gopypr.com.na/privacy-policy.

5. Payment Options Accepted

Customers may pay for tickets via the following methods, subject to event configuration and customer location:

- Visa and MasterCard, processed securely through the integrated card payment gateway. Card payment provides immediate payment confirmation and instant ticket delivery.
- Bank transfer (EFT) to the GoPYPR designated account, details of which are provided during the checkout flow.
- Mobile wallet options (FNB Pay2Cell, FNB eWallet, Standard Bank BlueWallet, Nedbank SendMoney, Bank Windhoek EasyWallet), where available and applicable.

6. Card Acquiring and Security

Card transactions on the GoPYPR platform are processed via an approved card payment gateway that complies with PCI-DSS (Payment Card Industry Data Security Standard) requirements. All card transactions are encrypted using Secure Socket Layer (SSL) technology. No card details are stored on the GoPYPR platform, its servers, or its databases at any time. Card details are entered by the customer directly on the payment gateway's secure hosted payment page and are not accessible to GoPYPR.

7. Customer Details Separate from Card Details

Customer personal details including name, phone number, and email address are stored by GoPYPR separately from card payment details. Card details are processed exclusively by the payment gateway and are not accessible to GoPYPR staff or systems. This separation ensures that customer personal data and financial data are independently protected.

8. Merchant Outlet Country and Transaction Currency

The merchant outlet country at the time of presenting card payment options to the cardholder is the Republic of Namibia. The primary transaction currency is Namibian Dollar (NAD). Where events are configured for South African Rand (ZAR) or other supported currencies, the applicable currency will be displayed clearly to the customer prior to payment confirmation.

9. Responsibility

PYPR Digital CC (trading as GoPYPR) takes responsibility for all aspects of the transaction conducted through the GoPYPR platform, including the sale of event tickets, customer service and support, dispute resolution, and delivery of tickets to customers. Event organisers listing events on GoPYPR are independently responsible for the quality, execution, and any changes or cancellations of their events. In the event of an organiser-initiated cancellation, GoPYPR will act as the intermediary in facilitating refunds to affected customers in accordance with clause 3.

10. Country of Domicile

This platform is governed by the laws of the Republic of Namibia. PYPR Digital CC chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature: Windhoek, Republic of Namibia.

11. Variation

PYPR Digital CC may, in its sole discretion, amend these terms or any part thereof at any time without prior notice. The most current version of these terms will be made available at gopypr.com.na/terms. Continued use of the GoPYPR platform following any such amendment constitutes the customer's acceptance of the updated terms.

12. Company Information

Legal Entity: PYPR Digital CC

Trading Name: GoPYPR

Registration Number: CC/2025/04234

Entity Type: Close Corporation

Country of Registration: Republic of Namibia

Registered Address: Windhoek, Namibia

13. Contact Details

Company Name: PYPR Digital CC (trading as GoPYPR)

Physical Address: Windhoek, Namibia

Email: admin@gopypr.com.na

WhatsApp: +264 81 267 5561

Website: www.gopypr.com.na