



LIVE UNDERGROUNDS - EXPERIENCE TERMS & CONDITIONS

Effective Date: 05 July 2026

PLEASE READ THESE TERMS CAREFULLY

These Experience Terms & Conditions ("Terms") govern the purchase, reservation, attendance and participation in all Live Undergrounds experiences.

By booking, reserving or attending a Live Undergrounds experience, you agree to be bound by these Terms.

These Terms should be read together with our:

- Website Terms of Use
- Privacy Policy
- Cookie Policy

IN SHORT

- Every booking is for a curated Live Undergrounds experience.
- The exact venue is revealed approximately 24 hours before the experience.
- All ticket sales are subject to these Terms.
- Every participant is expected to respect the venue, performers, audience and staff.
- Each experience may have its own additional conditions, which will be communicated before the event.

1. ABOUT LIVE UNDERGROUNDS

Live Undergrounds is a live experiences platform operated by Dikotla Originals (Pty) Ltd.

The platform curates live entertainment and cultural experiences in unique spaces while connecting audiences, artists, venues, producers and partners through shared cultural experiences.

Every Live Undergrounds experience is intentionally designed around the venue, the audience and the performance.

2. EXPERIENCE BOOKINGS

Bookings may be made through the Live Undergrounds website or authorised ticketing channels.

A booking is only confirmed once:

- payment has been successfully processed (where applicable); and
- a booking confirmation has been issued.

All bookings are subject to availability.

3. EXPERIENCE INFORMATION

Before making a booking, participants should carefully review the information provided for each experience, including:

- date;
- approximate location (neighbourhood or city);
- scheduled start time;
- duration (where applicable);

- age restrictions;
- accessibility information (where available);
- food and beverage information;
- any additional participation requirements.

4. SECRET VENUES

Live Undergrounds experiences are hosted in carefully selected venues.

To preserve the experience and protect venue partners, the exact venue address is generally shared approximately **24 hours before the scheduled start time**.

Participants are responsible for checking their email and account notifications before attending.

5. SURPRISE LINE-UPS

Some Live Undergrounds experiences intentionally feature unannounced or surprise performers.

Unless expressly advertised otherwise, performer line-ups may change without notice.

Changes to performers do not automatically entitle participants to refunds or credits.

6. EXPERIENCE CHANGES

We may change:

- performers;
- running order;
- venue layout;
- experience format;
- start times;
- supporting acts;
- operational arrangements,

Where reasonably necessary, and a significant change occurs, we will make reasonable efforts to notify participants.

7. TICKET PRICES

Ticket prices are displayed before purchase.

Prices may vary between experiences.

All applicable taxes will be included where required by law.

8. PAYMENT

Payments must be made using the payment methods offered on the Website.

Bookings are confirmed only after successful payment.

9. DIGITAL TICKETS

Tickets are issued electronically.

Participants should bring either:

- their digital ticket;
- confirmation email; or
- another acceptable proof of purchase.

Identification may be requested where reasonably necessary.

10. TRANSFERS

Where permitted, participants may transfer their booking before the published transfer deadline.

Additional verification may be required.

Certain promotional, complimentary or restricted tickets may not be transferable.

11. REFUNDS

Unless required by South African law or otherwise stated:

- change of mind;
- inability to attend;
- scheduling conflicts; or
- late arrival,

do not automatically qualify for a refund.

Refunds, credits or transfers may be considered where:

- Live Undergrounds cancels the experience;
- the experience is significantly rescheduled;
- applicable consumer legislation requires it.

Any approved refund will generally be processed using the original payment method.

12. CANCELLATIONS

If an experience is cancelled by Live Undergrounds, participants will be informed as soon as reasonably possible.

Depending on the circumstances, participants may receive:

- a full refund;
- a credit;
- transfer to another experience; or
- another reasonable remedy.

13. LATE ARRIVALS

To minimise disruption:

Participants should arrive at least **30 minutes before** the advertised start time.

Late entry may not always be possible.

No refund will normally be offered where entry is refused due to late arrival.

14. PARTICIPANT CONDUCT

Participants must:

- treat others respectfully;
- comply with venue instructions;
- respect performers;
- comply with applicable laws;
- avoid disruptive behaviour;
- follow reasonable safety instructions.

We reserve the right to refuse entry or remove any participant whose behaviour places others at risk or materially disrupts the experience.

15. VENUE RULES

Each venue may have additional rules regarding:

- smoking;
- alcohol;
- outside food;
- photography;
- accessibility;

- pets;
- parking.

Participants agree to comply with these requirements.

16. FOOD & DRINK

Food and beverage arrangements differ between venues.

Experience listings will indicate where:

- food is available;
- drinks are available;
- BYO refreshments are permitted;
- restrictions apply.

17. PHOTOGRAPHY & RECORDING

Live Undergrounds experiences may be photographed, filmed or otherwise recorded for promotional, documentary, archival or commercial purposes.

By attending, participants acknowledge that they may appear incidentally in such recordings.

Where practical and appropriate, participants with privacy concerns may contact Live Undergrounds before the experience.

Participants may not make professional recordings without prior written permission.

18. HEALTH & SAFETY

Participants attend experiences at their own risk, except where liability cannot legally be excluded.

Participants should notify venue staff of any immediate safety concerns.

19. ACCESSIBILITY

Accessibility varies between venues.

Where accessibility information is available, it will be communicated before the experience.

Participants requiring specific assistance are encouraged to contact us before booking.

20. FORCE MAJEURE

Live Undergrounds shall not be liable for delays, cancellations or interruptions caused by events beyond our reasonable control, including:

- severe weather;
- government restrictions;
- public emergencies;
- utility failures;
- strikes;
- natural disasters.

21. LIMITATION OF LIABILITY

To the fullest extent permitted by South African law, Dikotla Originals (Pty) Ltd and Live Undergrounds shall not be liable for indirect or consequential losses arising from participation in an experience.

Nothing in these Terms limits liability where such limitation would be unlawful.

22. PRIVACY

Personal information is processed in accordance with our Privacy Policy.

23. GOVERNING LAW

These Terms are governed by the laws of the Republic of South Africa.
Any disputes shall be subject to the jurisdiction of the South African courts.

24. CONTACT US

Live Undergrounds

Operated by Dikotla Originals (Pty) Ltd

Website: www.liveundergrounds.com

Email: info@liveundergrounds.com

25. OFFICIAL LEGISLATION

These Experience Terms & Conditions have been prepared having regard to applicable South African legislation, including:

- Protection of Personal Information Act, 2013 (Act No. 4 of 2013) ("POPIA");
- Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002) ("ECTA");
- Consumer Protection Act, 2008 (Act No. 68 of 2008) ("CPA"), where applicable.

Official copies of South African legislation are available from the South African Government at:

<https://www.gov.za>

26. RELATED POLICIES

These Terms should be read together with the following Live Undergrounds policies:

- Website Terms of Use
- Privacy Policy
- Cookie Policy