



Event Booking & Cancellation Policy

Last Updated: 16/05/2026

This Event Booking & Cancellation Policy explains how event bookings, cancellations, attendance requirements, refunds, and conduct are handled for events hosted by Red Dragon's Vault Ltd ("we", "us", "our").

This applies to in-store events including, but not limited to:

- Prereleases
- Tournaments
- Leagues
- Weekly organised play
- Special ticketed events
- Sealed product events
- Promo-supported events

By booking an event, you agree to this policy.

1. Event Booking

Event places are limited and bookings may reserve both seating capacity and event product allocation.

A confirmed booking may include:

- Event entry
- Prerelease kits
- Promo packs
- Prize pool contribution
- Reserved tournament seating
- Organised play allocation

Booking does not guarantee special exceptions outside published event rules.

2. Payment for Events

Payment is required at the time of booking unless otherwise clearly stated.

Your booking is only confirmed once payment has been successfully received.

Unpaid reservations may be cancelled without notice.

3. Cancellation Window

No refunds are available within 48 hours of the event start time. This protects event quality, seating capacity, staffing, and reserved event product. Earlier cancellation requests may be considered at store discretion depending on the event type and circumstances.

4. No-Shows

Failure to attend a booked event without prior agreement is treated as a no-show. No-shows are not eligible for refunds. Repeated no-shows may result in:

- Restriction from future bookings
- Loss of preorder/event priority
- Account review

5. Booking Transfers

Event bookings may be transferred to another player with store approval only.

Transfer requests must be made before the event begins and may be refused where product allocation, organiser requirements, or fairness concerns apply.

Unauthorised transfers may result in refusal of entry.

6. Event Cancellation by Red Dragon's Vault Ltd

If an event is cancelled by Red Dragon's Vault Ltd due to:

- Low attendance
- Organiser illness
- Emergency closure
- Supplier failure
- Publisher restrictions
- Venue issues
- Circumstances outside reasonable control

we will offer:

- Full refund
- Transfer to a replacement event
- Store credit where agreed

We will always aim to communicate cancellations as quickly as possible.

7. Full Attendance Requirement

Full event participation is required to receive allocated event product and stated prize support.

This applies especially to:

- Prerelease kits
- Sealed events
- Promo-supported events
- Product-backed tournaments
- Limited-seat organised play

Event product is intended for active event participation, not product-only purchase.

8. Leaving Early / Failure to Complete the Event

If a player leaves before reasonable completion of the event without legitimate reason:

- They may forfeit eligibility for product allocation
- They may forfeit prize support
- They may lose eligibility for future events of a similar nature
- Repeated abuse may result in booking restrictions or account action

This protects event integrity and fair play for all participants.

9. Behaviour and Conduct

Players may be removed from events for:

- Harassment
- Abusive behaviour
- Cheating
- Theft
- Intimidation
- Discriminatory behaviour
- Unsafe conduct
- Repeated disruption
- Refusal to follow organiser instructions

Removal from an event for misconduct results in refund forfeiture.

Serious conduct issues may also result in future event bans or account restrictions.

10. Decklists and Rules Compliance

For competitive or structured events, players must comply with:

- Published format rules
- Organiser instructions
- Deck construction requirements
- Decklist submission requirements where applicable
- Official organised play policies where relevant

We reserve the right to:

- Refuse entry
- Issue penalties
- Remove players from events

for invalid decklists, rules breaches, or deliberate misrepresentation.

11. Prize Support and Attendance-Based Changes

Prize support, rounds, event structure, and payout may be adjusted based on:

- Final attendance numbers
- Player drops
- Organiser requirements
- Supplier support changes
- Official organised play requirements

Published prize structures are based on expected attendance and may reasonably change where attendance differs.

We aim to keep prize support fair and clearly communicated.

12. Fair Access and Abuse Prevention

We reserve the right to refuse bookings, restrict entry, or cancel reservations where we reasonably believe behaviour involves:

- Scalping
- Promo abuse
- Repeated no-shows
- Product-only prerelease abuse
- Bad-faith bookings
- Manipulation of limited event spaces

Our goal is fair access for genuine players and customers.

13. Contact Us

For event booking questions or cancellation requests, please contact:

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