

# BRUSHFIRE REFUND GUARANTEE POWERED BY SPOT

Give your attendees peace of mind while protecting your revenue and eliminating refund-related customer service headaches. Now seamlessly integrated with Brushfire.



## One-Click Refund Guarantee. Zero-Touch Processing.

Introducing enhanced Refund Guarantee fully integrated with Brushfire.

The entire refund process is handled for you, shifting the burden off your team while still giving attendees the guarantee they want.

### Enable with One Click

It's on by default in your Brushfire dashboard



### Attendees Opt-In at Checkout

During ticket purchase, attendees can add Refund Guarantee by Spot



### Off Your Shoulders

If life happens, attendees can request refunds directly, no involvement needed from your team



#### Feature 1 Eliminate Refund Requests

Pass along all refund processing and attendee communication



#### Feature 2 Protect Your Revenue

Reduce chargebacks and administrative costs



#### Feature 3 Worry-Free Cancellation

Attendees can cancel for any reason, no questions asked, and receive a refund within 24 hours

## For Your Organization:

### Eliminate Refund Requests

Pass along all refund processing and attendee communication

### Retain and Resell

Retain ticket revenue from cancellations while freed-up seats become available to resell

### Faster Resolution

Refunds processed quickly without impacting your workflow

### Zero Risk to You

No additional liability or workload for your team

## For Your Attendees

### Complete Peace of Mind

Cancel for any reason, no questions asked

### Quick Assistance

Simple process with dedicated support

### Fast Refunds

Hassle-free refunds when life gets in the way

### Absolute Transparency

Clear terms at an affordable price (typically 9% of ticket value)

## Who Benefits Most

Haunted attractions and holiday events

Churches and conference organizers

School sports and assigned seating

Performing arts venues and museums

# 63%

Customers more likely to purchase tickets when refund is guaranteed.

# 8%

Increase in purchase conversion rates.

# 80%

Refundable amount of the ticket price.

# 2026

Launching January 2026



Ready to eliminate refund headaches?  
Contact your Brushfire account manager to learn more.

Visit [Brushfire.com](https://www.brushfire.com)