



User Agreement

Effective: 01 Jan 2026 - Further notice

What is InsyT

InsyT is a digital platform designed to connect event organisers & attendees by providing tools for event management, ticket sales, advertising and performance tracking

How does it work?

InsyT enables event organizers to create and publish events for a fixed fee of R44, making them available for discovery and ticket sales. Attendees can browse events and purchase tickets directly through the platform, with InsyT applying an 8% commission on each sale. Each ticket is issued with a unique QR code, which is scanned at the event for secure and efficient check-in. The platform also supports promotional campaigns to help increase event visibility and attendance.



InsyT

Eligibility & Acceptance of Terms

- Users must be at least 18 years old to create events or use financial features.
- By accessing or using InsyT, users agree to be bound by this User Agreement.
- If a user does not agree, they must not use the platform.
- Users are responsible for complying with applicable laws and regulations.

Accounts & Responsibilities

- Users must provide accurate and complete information when registering.
- Users are responsible for maintaining the security of their accounts.
- Event organizers are responsible for:
 - Ensuring events are lawful and properly permitted
 - Providing accurate event details
- Users must not engage in fraudulent, misleading, or abusive behavior.



User Responsibilities

Users agree to use InsyT only for lawful event participation and ticketing purposes.

You are responsible for maintaining the security of your account and ensuring that any information you provide is accurate and up to date. Misuse of the platform, including fraudulent ticket activity, fake event creation, or manipulation of QR codes, is strictly prohibited. Users must comply with all event-specific rules set by organisers, including entry requirements and age restrictions where applicable. InsyT reserves the right to suspend or terminate accounts that violate these terms or engage in behaviour that may harm the platform, other users, or event partners.

Payments, Fees & Platform Rules

All transactions processed through InsyT are subject to applicable service fees, including a standard 8% ticketing fee per sale and a R44 fixed event publishing fee for organisers. Fees are deducted automatically at the point of transaction or listing activation. Ticket payments are securely processed through integrated payment systems, and InsyT does not store full payment card details. Refunds, if applicable, are handled according to the individual event organiser's policy unless otherwise required by law. InsyT acts as a facilitator and is not responsible for disputes between users and event organisers beyond platform mediation support.



Refunds & Cancellations

Refunds are not automatically guaranteed and are subject to the specific event organiser's refund policy. Users must review event terms before purchasing tickets. InsyT does not independently authorise refunds for completed transactions unless required by applicable consumer protection laws. If an event is cancelled, postponed, or significantly altered, the organiser is responsible for communicating refund or rescheduling options. InsyT may assist in facilitating communication between users and organisers but is not liable for financial loss resulting from event changes, cancellations, or disputes between parties.

Liability & Platform Limitations

InsyT provides a digital platform for event listing, ticketing, and QR-based check-in services. We do not guarantee the execution, safety, or quality of any listed event. Responsibility for event delivery rests solely with the organiser. InsyT is not liable for injuries, losses, damages, or disruptions occurring at events. While we implement security measures for ticket validation and fraud prevention, users acknowledge that no system is completely risk-free. By using the platform, you agree that InsyT's liability is limited to the extent permitted by law and does not extend beyond platform functionality.



Privacy & Data Protection

InsyT collects and processes user information necessary to operate the platform, including account details, ticket purchases, and event interactions. This data is used to facilitate ticketing, improve user experience, and ensure platform security. Personal information is handled in accordance with applicable data protection laws and is not sold to third parties. Limited data may be shared with event organisers strictly for event management purposes, such as attendance tracking and communication. By using InsyT, you consent to the collection and use of your information as outlined in the platform's Privacy Policy.

Prohibited Conduct

Users are strictly prohibited from engaging in activities that compromise the integrity or security of the platform. This includes, but is not limited to, creating fraudulent events, duplicating or tampering with QR code tickets, attempting unauthorised access to accounts or systems, and distributing misleading or harmful content.

Any form of abuse, harassment, or exploitation of other users or organisers is not permitted. InsyT reserves the right to investigate violations and take appropriate action, including account suspension, termination, or legal reporting where necessary.



Account Suspension & Termination

InsyT reserves the right to suspend or permanently terminate user accounts that violate these terms, engage in fraudulent activity, or pose a risk to the platform or its users. Suspension may occur without prior notice where immediate action is required to prevent harm or misuse. Users

may also choose to deactivate their accounts at any time, though any outstanding transactions or obligations must still be fulfilled. InsyT is not liable for any loss of access, data, or transactions resulting from account suspension or termination due to violations of this agreement.

Intellectual Property

All content, branding, design elements, and technology associated with InsyT remain the exclusive property of the platform unless otherwise stated. Users and organisers may not copy, reproduce, distribute, or exploit any part of the platform without prior written permission.

By submitting content such as event listings, images, or descriptions, users grant InsyT a limited, non-exclusive license to use and display that content for platform operation and promotion. Users must ensure they have the rights to any content they upload and may be held responsible for any infringement.



Changes to Terms

InsyT reserves the right to update or modify this User Agreement at any time to reflect changes in the platform, legal requirements, or service offerings.

Updated terms will be made available within the platform, and continued use of InsyT after such changes constitutes acceptance of the revised agreement.

Where significant changes are made, reasonable efforts may be taken to notify users. It is the user's responsibility to review the terms periodically to remain informed of any updates.

Governing Law & Contact Information

This User Agreement is governed by and interpreted in accordance with the laws of South Africa. Any disputes arising from the use of InsyT will be subject to the jurisdiction of the appropriate courts within South Africa. For questions, concerns, or support requests regarding this agreement or the platform, users may contact InsyT through its official support channels provided within the application or website.



Thank you!

