



Booking Terms & Conditions

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These Booking Terms & Conditions ("Booking Terms") apply to all illustrator signing session bookings and event ticket purchases made through Trading Card Games Kuala Lumpur ("TCGKL"), operated by HAJOON CAPITAL SDN BHD. By completing a booking, you agree to be bound by these terms in addition to our general Terms of Service (</legal/terms-of-service>).

1. General Terms

- All signing session bookings are subject to artist availability and confirmation by TCGKL.
- Tickets are non-transferable once redeemed.
- Lost or misplaced tickets will not be replaced by the organiser.
- Each ticket is valid only for the designated artist, service, date, and time slot stated on the booking confirmation.
- Attendees must present their booking confirmation (digital or printed) at the registration counter before joining the session queue.
- Please arrive at the event venue at least 10 minutes before your scheduled session time. Late arrivals may result in reduced session time or loss of the session without refund.

2. One Item Per Ticket Policy

- Each ticket purchased entitles the attendee to one (1) item for autograph or sketch service, based on the package purchased.
- Requests for additional items beyond the purchased ticket will not be accepted during the session.
- Attendees wishing to obtain additional services must purchase additional eligible packages, subject to availability.

3. Split Payment Terms

Certain illustrator signing packages use a split payment model:

- 50% is payable online at the time of booking. This payment secures your booking and time slot.
- 50% is payable at the venue counter before your session. Accepted methods include cash and card as available at the venue.

- Failure to pay the remaining balance at the venue will result in forfeiture of the booking. No refund will be issued for the online portion if the venue payment is not completed.
- The online payment confirms your slot reservation. It is not a deposit — it is the first instalment of the total package price.

Packages that require full payment online will be clearly indicated during checkout.

4. Complaint Handling Policy

Signing and sketching services are performed live by guest artists. Due to the nature of hand-drawn artwork:

- TCGKL does not guarantee that signed or sketched items will meet the attendee's subjective expectations.
- If a complaint is raised regarding the quality of the artwork, TCGKL may, at its sole discretion, offer a ticket refund. In such cases, because the item has already been altered by the signing or sketching service, the artist retains the item.
- Alternatively, the service may be transferred to another item brought by the attendee, subject to artist approval.

5. Cancellation & No-Show Policy

- Cancellation requests must be submitted via email to support@tcgkl.com (mailto:support@tcgkl.com) with your booking confirmation number.
- Cancellations are subject to the timelines and conditions set out in our Refund Policy (</legal/refund-policy>).
- No-shows (failure to arrive for a confirmed session) will not be eligible for any refund.
- TCGKL reserves the right to release no-show slots to walk-in attendees without notice.

6. Event Changes & Force Majeure

- TCGKL reserves the right to modify event schedules, session times, or artist lineups due to unforeseen circumstances.
- In the event of a full cancellation by TCGKL, all affected ticket holders will receive a full refund as per our Refund Policy (</legal/refund-policy>).
- TCGKL is not liable for delays, cancellations, or changes caused by circumstances beyond our reasonable control, including but not limited to natural disasters, public health emergencies, government orders, or artist unavailability.

7. Acknowledgement

By purchasing a ticket and participating in any signing or sketch session at a TCGKL event, you acknowledge that you have read, understood, and agree to be bound by these Booking Terms & Conditions, our Session Rules & Regulations (</legal/session-rules>), our Terms of Service (</legal/terms-of-service>), our Refund Policy (</legal/refund-policy>), and our Privacy Policy (</legal/privacy-policy>).

These terms may be updated without prior notice. All sales are final unless otherwise specified by the event organiser.

8. Contact Us

For booking-related inquiries, please contact us:

- Email: support@tcgkl.com (mailto:support@tcgkl.com)
- Address: Hajoon Capital Sdn Bhd, No. 9-1, Jalan AU 1A/4B, Taman Keramat Permai, 54200 Kuala Lumpur, Malaysia