
Your Pub Quiz provides streamed content over the internet, and occasionally a connection is interrupted. In cases where a Client has paid to access a broadcast but is prevented from concluding the show as a result of an error, Your Pub Quiz will investigate the possibility of a refund on a case-by-case basis.

Applying for a refund

If your connection has been interrupted by an error, you can apply for a refund by sending an email to quizmaster@yourpubquiz.com with the information below. (Please note that connection errors as a result of a problem on the user's side will not be considered for a refund.)

- Your username
- A contact email address
- A detailed description of what happened when your connection was interrupted
- The approximate time of the interruption
- The approximate duration of the interruption

Refunds will only be considered if an application is made within 24 hours of the incident. Refund requests may take up to 14 days to process.

Contact Us

Questions, comments and requests regarding this Refund Policy are welcomed and should be addressed to quizmaster@yourpubquiz.com