

Refund Policy

**AN EPIC GAMING RETREAT
IN THE SMOKY MOUNTAINS
SURROUNDED BY NATURE
AND GREAT COMPANY.**

FEBRUARY 20 - 22 CHEROKEE, NC

EVENTS
WARHAMMER 40,000
WARHAMMER KILL TEAM
WARHAMMER AGE OF SIGMAR
WARHAMMER THE OLD WORLD
STAR WARS LEGION
Harrah's CHEROKEE CASINO RESORT

Refund Policy

All tickets for the Cherokee Open 2026 event are digital. You will not receive physical tickets or require any additional passes to enter or check-in to the event. All tickets and associated purchases for this event are refundable until January 21, 2026, after which no tickets will be refunded. Tickets may be transferred to another party up until February 6, 2026. **You may transfer your ticket to anyone at any time directly in your e-mailed ticket link using the "transfer" tab. You will be responsible for handling any payment arrangements from whom you transfer to.**

There are no exceptions to this policy unless specified otherwise in an event ticket description.

- In the instance the event is canceled due to an act of God, force majeure or forces outside of our control such as severe weather conditions, customers may donate their ticket revenue to the event to help offset the significant financial burden the event faces in the event of a cancellation (with our sincere gratitude), ask for a refund which will be issued even if the cancellation occurs after the indicated refundable date, apply their ticket value as credit for the next event, or to use as store credit in the Frontline Gaming web-cart.
- In the instance the event is forced to cancel, refunds may take up to 90 days to process.
- All ticket refunds are subject to a 15% service fee.
- All items included with any of the ticket packages, are bundled in with tickets and/or preordered must be picked up at the FLG registration desk at the event by 9AM on Sunday. Items will not be shipped to you. Items not claimed by 9AM on Sunday will be resold to anyone interested and the original purchase will not be refunded.
- Frontline Gaming reserves the right to refuse business at our sole discretion.
- **Media Release:** This Frontline Gaming as are all Frontline Gaming events, are filled with many memorable memories. We try to preserve the event by taking photos/videos/livestream of you while playing your game or conversing with friends. By attending this Frontline Gaming event you agree to have your photograph taken by one of our staff members (or a Frontline Gaming pre-approved 3rd party) and to be shared on our various media platforms. At any time before or during the event, if you wish to have your photo not taken, please send an email to events@frontlinegaming.org. Please note that during the final round of any tournaments, including the 40K Champs event, the top table may be live video streamed.