EVENT REFUND POLICY

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Approved By:	Catherine Mooney, Chief Executive Officer
Signature:	
Next Review Date:	May 2028
Responsible Person:	Events Coordinator

Version Control:

Version	Effect Date	Description of Changes	Approver
1.0	18/06/26	3.1 & 3.2 14 days replaced with 7	CEO

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EVENT REFUND POLICY

1. Purpose

This policy sets clear terms for cancellations while managing attendee expectations. It outlines refund eligibility, non-refundable fees, and procedures for unforeseen circumstances, ultimately reducing disputes and fostering trust.

2. Scope

This policy applies to all SACOME events.

3. Refunds

By purchasing a ticket, the ticket holder acknowledges and agrees to this event refund policy.

3.1 Refund Eligibility

Refunds will be provided for requests made in writing at least seven (7) days prior to the scheduled event date.

3.2 No Refunds Within 7 Days

All ticket sales are final within seven (7) days of the event. Requests submitted within seven (7) days of the event will not be eligible for a refund. This includes, but is not limited to, changes in personal circumstances, scheduling conflicts, travel issues, or illness.

3.3 Event Changes or Cancellation

If the organiser cancels the event, ticket holders will be entitled to a full refund. If the event is rescheduled, tickets will typically remain valid for the new date. Refund requests due to rescheduling may be considered on a case-by-case basis.

3.4 Ticket Transfers

If you are unable to attend, you are encouraged to contact the organiser and transfer your ticket to another person.

3.5 No-Show Policy

Failure to attend the event does not entitle the ticket holder to a refund or credit.

4 Review

This Policy will be reviewed periodically and updated as appropriate.