



REFUND POLICY

POLICY NO: 15

Policy Type:	Organisational
Contact Officer:	Business Manager, Chair of the Board
Application of this Policy:	This policy applies to any person seeking a refund of their ticketing costs.
Date Approved by Board:	1 April 2014
Date of Next Review:	November 2016
Related Policies:	Volunteer Policy #19
Forms:	Ticket Refund Application form

1. Definitions

Board – The Board of Directors of the Organisation serving from time to time.

Festival – The National Folk Festival held annually at Easter at Exhibition Park Canberra (EPC).

Organisation – The National Folk Festival Ltd (NFF) (ACN 058 761 274).

Performer – a person engaged by the Organisation to be part of the program for a Festival.
Performer remuneration may be by way of a complimentary ticket, a contract payment or a combination of both.

Public Fund – the account to which donations from the public to the Organisation are credited, the Organisation being a Designated Gift Recipient. Donations of \$2 or greater are tax deductible.

Ticket – a bar-coded PDF e-ticket receipt issued through the Festival's online ticketing system or a printed Festival receipt issued when a Gate ticket is purchased.

Volunteer – An unpaid worker who gives their time, experience and skills to support the National Folk Festival or the Organisation and does not expect nor demand remuneration in return.

2. Application

2.1 This policy applies to persons who have purchased tickets for a particular Festival.

3. General Policy Statement

3.1 The National Folk Festival Ltd is a not for profit Organisation whose main purpose is to present the Festival each year. To enable maximum attendance the majority of Tickets are priced at less than what it costs per person to run the Festival. This pricing structure means that it is very difficult to offer refunds, The general policy is "No Refunds".

- 3.2 The 'no refund' policy will be more strictly applied in relation to Tickets purchased at the Gate and once a pre-purchased Ticket has been redeemed for a wristband at the Festival. An application for a refund in relation to a Ticket once a ticket holder has a wristband would only be considered in exceptional circumstances.
- 3.3 Persons who find themselves unable to use a Ticket purchased prior to the relevant Festival are encouraged to gift the Ticket so that someone else can take advantage of the Ticket. Note that Tickets are non-transferable unless the Organisation is contacted in advance of the Festival and full details of the transferee are provided. This is necessary as identification is required when presenting a Ticket for processing at the Festival in order to receive a wristband.
- 3.4 A refund is only possible for the Ticket price paid. The booking fee and any credit card fee associated with the Ticket purchase will not be refunded except when charged in error as these are not paid to the Organisation, but to the ticketing provider and bank.
- 3.5 Refunds are usually made in the following circumstances:

3.5.1 Volunteers

A person who has purchased a Ticket for a Festival prior to registering to be a Volunteer for the particular Festival will be eligible for a refund after performing the required hours or more of volunteer service for the Organisation. Applications MUST be accompanied by the Ticket purchase receipt in the Volunteer's name and the person's Volunteer Timesheet.

3.5.2 Performers

Some performers may have purchased a Ticket prior to being notified of their engagement as a performer for the same Festival. If performer status is confirmed by the Festival Director, a refund will normally be provided. Applications MUST be accompanied by the Ticket purchase receipt in the performer's name.

3.5.3 Supplier Mistakes

If the purchaser believes the Organisation or its agent has made a mistake in ticketing, the following are required for consideration of a refund: Ticket purchase receipt and a Statutory Declaration outlining the cause of the problem or alleged mistake.

Compassionate Grounds

- 3.6 A refund may be approved on compassionate grounds when unforeseen circumstances such as injury, illness, family bereavement or misadventure render a person who has pre-purchased a Ticket from attending the Festival.
- 3.7 A person applying for a refund on compassionate grounds should clearly set out the relevant unforeseen circumstances in their Application and provide supporting documentation as relevant. As a general rule, the earlier an Application is made after the unforeseen circumstances, the greater the likelihood a refund will be approved.
- 3.8 Refund applications MUST be accompanied by the Ticket purchase receipt issued to the applicant. Except for refunds made under clauses 3.5.1 or 3.5.2 an administration fee of \$25 inclusive of GST per Ticket will be deducted from the Ticket price for any refund approved. The person considering the application may waive all or part of this fee if the grounds of the application warrant a reduction or waiver.

No refund circumstances

3.9 No Refund will be approved in the following circumstances:

- change of mind re attending (this applies whether you do not attend the Festival at all or leave after being issued with a wristband for the Festival)
- purchase of the wrong Ticket type. (In this circumstance, the Festival should be contacted in advance of the Festival. An upgrade of a Ticket may be possible)
- if the Ticket was received as a VIP or in another complimentary category
- if the Ticket was received as a gift and attendance was not possible, or
- if the Organisation has no record of purchase of the Ticket by the person applying for the refund.

Donation as an Alternative

3.10 If a refund application is not approved or the request is in relation to circumstances for which the Festival does not provide refunds as listed above, the applicant may ask for the Ticket price (less booking and merchant fees) to be donated to the Public Fund. A tax deductible receipt will be provided for such donations.

Process for seeking a refund

3.11 In order for a refund to be processed the Organisation must receive the following items by email or post within 28 days of the completion of the relevant Festival:

- Ticket Refund Application form with all fields completed
- a copy of the Ticket purchase receipt in the applicant's name
- any relevant supporting documentation
- in the case of applications made on compassionate grounds, a statement of the circumstances and relevant supporting documentation such as
 - medical or death certificate
 - Police Report.

Confirmation of receipt of the refund applications is only possible if items are received by email or registered post.

3.12 An Application for a refund under clause 3.5.1 may be approved by the Volunteer, Special Events and Protocol Manager.

3.13 An Application for a refund under clause 3.5.2 or 3.5.3 may be approved by the Festival Director or Business Manager.

3.14 An Application for a refund under clause 3.6 must be considered by the Chair or Vice-Chair of the Board or the Business Manager.

3.15 A decision on a Ticket Refund Application must be made and the applicant advised of the outcome in writing by email or letter by 31 May following the relevant Festival and any refund approved paid by 30 June of the same year.

4. Responsibility

4.1 The Board has established this policy.

4.2 The Business Manager and Board are responsible for the implementation of this policy.

4.3 The policy will be reviewed in line with Board Policy Review requirements or as needed.