Community Centres Eventbrite Refund Policy

Refund Policy (Eventbrite Bookings Only)

1. Rationale

This policy provides clarity and consistency around refunds for bookings made via Eventbrite. It ensures that customers understand their rights and obligations when requesting a refund, while also supporting Council in managing bookings, event planning, and administration fairly and efficiently.

2. Policy statement

Council is committed to providing a fair and transparent process for refunding Eventbrite bookings, balancing the needs of participants with the operational requirements of event delivery.

3. Objectives

- **Fairness:** Provide a clear and consistent process for customers seeking refunds.
- **Transparency:** Ensure refund conditions are communicated upfront and understood by customers.
- **Efficiency:** Support timely processing of refund requests within business hours.
- **Responsibility:** Protect Council resources and ensure events remain financially sustainable.

4. Policy scope and implementation

- This policy applies to all bookings made via Eventbrite for Marion Community Centres–managed events.
- Customers may request a refund through Eventbrite up until 1 business day before the event.
- Refund requests are monitored during business hours only (Monday to Friday, 9 am to 4 pm, excluding public holidays).
- Refund requests must be submitted with at least 1 full business days' notice before the event start time.
- Refund requests submitted outside of business hours, or with less than 1 full business days' notice, will be reviewed on a case-by-case basis and may not be approved.
- Refunds will be processed back to the original payment method. Eventbrite booking fees are non-refundable unless otherwise advised by Eventbrite.
- Refunds are not available for **no-shows** or **late cancellations**.
- If an event is cancelled or rescheduled by Council, all ticket holders will be offered a full refund.

- Customers may transfer their ticket to another person by updating their booking in Eventbrite (where available).