

# EVENT REFUND POLICY

<b>Written by</b>	Ryan Beasley, Executive Officer
<b>Date submitted</b>	November 2022
<b>Approved by which forum</b>	Executive Committee <input type="checkbox"/> Trustee Board <input checked="" type="checkbox"/>
<b>Date of approval</b>	
<b>Last date of renewal/review*</b>	
<b>Next date of renewal/review*</b>	November 2025

All policies should be reviewed every three years unless stated otherwise.

## SCOPE OF REFUND POLICY

The Refund Policy covers all BELMAS ticketed events including the annual conference.

## WHEN WILL BELMAS CONSIDER A REFUND

BELMAS shall consider refunds for event tickets under the following circumstances:

1. The time/date or location of the event has changed since purchase.
2. The event has been cancelled.
3. The content of the event, including speakers has significantly changed (by at least 50%) since purchase where it no longer becomes relevant to the attendee.
4. International and/or domestic travel has become impossible, such as:
  - a. Border closures;
  - b. Major air or rail strikes;
  - c. Government lockdown orders / imposed travel restrictions; or
  - d. Unexpected last minute cancellation of flights by the airline where no workable alternative is possible.
5. BELMAS reserves the right to offer a refund for other reasons and under extreme circumstances but will do so on a case-by-case basis. The decision shall have no bearing on any other decision made in the future.

## WHEN WILL BELMAS NOT CONSIDER A REFUND

BELMAS will not consider refunds for events where the individual:

6. Has not received their VISA in time if travelling from another country and where BELMAS has provided a facility to produce a supporting letter within three calendar months of the start of the event.
7. Has not planned travel in advance and will therefore not be able to attend on time.
8. Is no longer able to attend for any other reason.

## HOW TO OBTAIN A REFUND

Providing one of points (1) to (4) are met, individuals are able to apply for a refund. The following points set out the process for a refund request.

9. Individuals must apply for a refund at least five working days before the start of the event, unless in the case of last-minute cancelled travel as outlined in point (4).
10. Individuals shall send an email to [info@belmas.org.uk](mailto:info@belmas.org.uk) outlining why they are requesting a refund.
11. A member of the BELMAS team shall acknowledge the refund request within five working days.
12. Individuals shall normally receive a formal decision within 10 working days.
13. Upheld refunds shall be transferred in cash to the account in which they originally paid for the ticket and within one calendar month of receipt of the refund request.
14. All decisions are final.