



POLICY 12 – CANCELLATION

1. Purpose

This policy outlines protocols for ticket and event cancellation.

2. Scope

This policy applies to:

- Management Committee members
- KBCCI members
- the public
- sponsors
- associates of the KBCCI

3. Policy Principles

To ensure that the KBCCI has a fair and equitable stance on ticket refunds and stall cancellation.

4. Roles and Responsibilities

All staff to adhere to the terms as outlined in the Ticketing Terms of Sale and Stall Holder Cancellation Terms. If there are circumstances for alternative arrangements, this is at the discretion of the CEO and requires CEO approval.

5. Consequence of a Breach

Disciplinary action may result.

6. Related Documents

Terms Ticketing and Stall Holders

- *Ticketing Terms of Sale*
- *Stall Holder Cancellation Terms*

Policy Name: 12 Cancellation Policy	Policy Review Date	February 2021
Policy Number: 12	Version	1.00
Date Policy Implemented: May 2018		