



POLICY 12 – Cancellation Policy

1. Purpose

This policy outlines protocols for ticket and event cancellation.

2. Scope

This policy applies to:

- board 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: Draft Cancellation Policy	Policy Review Date	
Policy Number: 12	Version	1
Date Policy Implemented		