

# Downtown Pittston Partnership Event/Refund/Cancellation Policy

## Event Disclaimer

The Downtown Pittston Partnership invites you to attend in-person events solely at your own risk. Measures will be taken to comply with applicable health and safety directives, but by attending the event you assume any and all risks associated with your attendance, including without limitation exposure to the COVID-19 virus.

## Event Attendance

Students 18-21 years of age can attend events where alcohol is not being served. For all other events, attendees younger than 21 years of age are only permitted/invited to attend event if they are accompanied by a parent, guardian or responsible adult.

## Ticket Refund/Cancellation Policy

The Downtown Pittston Partnership reserves the right to refuse/cancel an event ticket. If The Downtown Pittston Partnership refuses a ticket, registrants will be offered a refund.

### **Cancellation\***

Ticket cancellations received within 30 days of event may be eligible to receive a full refund less \$35 service fee.

Cancellations received after the stated deadline will not be eligible for a refund.

Cancellations will be accepted via phone, fax or e-mail, and must be received by the stated cancellation deadline.

All refund requests must be made by the credit card holder.

Refund requests must include the name of the member and/or transaction number (included in receipt).

Refunds will be credited back to the original credit card used for payment.

\*If a refund is allowed, the refund will be less any applicable service charges.

These above policies apply to all Downtown Pittston Partnership events unless otherwise noted in the corresponding program materials. Please read all individual program information thoroughly.

## Event Refund/Cancellation Policy

### **Event Cancellation by Chapter**

The Downtown Pittston Partnership reserve the right to cancel an event due to low enrollment or other circumstances which would make the event non-viable.

If the Downtown Pittston Partnership cancels an event, registrants will be offered a full refund.

Should circumstances arise that result in the postponement of an event, registrants will have the option to either receive a full refund or transfer registration to the same event at the new, future date.

### **Registration Cancellation by Sponsor\***

Unless specifically stated on sponsorship materials, the policy to receive a refund for your sponsorship is:

- 30 days prior to the event – no refund
- within 45 days of event 50% refund
- within 60 days 75% refund
- within 120 days full refund

\*If a refund is allowed, the refund will be less any applicable service charges.

### **Registration Cancellation by Participant\***

Unless specifically stated on registration materials, the deadline to receive a refund for your event registration is:

- Programming events: 30 days before the event for full refund

Cancellations received after the stated deadline will not be eligible for a refund.

Cancellations will be accepted via phone, fax or e-mail, and must be received by the stated cancellation deadline.

All refund requests must be made by the attendee or credit card holder.

Refund requests must include the name of the attendee and/or transaction number.

Refunds will be credited back to the original credit card used for payment.

\*If a refund is allowed, the refund will be less any applicable service charges.