

# Alumni Office Cancellation and Refunds Policy

## Payment

In most circumstances, payment for events is taken electronically via our online store. If required, we can facilitate payment by cheque. If paying by cheque, all cheques must be made out to York St John University.

Payments by cheque are processed by the University Finance department. Please note that when paying by cheque, there may be a processing delay over which we have no control.

## Cancellation

We understand that there may be occasions where you are forced to cancel your attendance at one of our events. We will endeavour to apply a flexible approach to each individual situation, as detailed below.

There may also be occasions where we are required to cancel events due to unforeseen circumstances, for example insufficient numbers, venue or supplier issues. On such occasions a full refund will always be issued to all ticket holders.

## Refunds

In the event that you have to cancel your attendance at a paid event, refunds will be paid as per below:

- Cancellation 15 days or more prior to the event date – 100% refund
- Cancellation between 8 and 14 days prior to event date – 50% refund
- Cancellation less than 7 days before the event date – no refund given

In the event that we have to cancel an event, a full refund will be issued to all ticket holders.

Please note that, due to internal finance procedures, refunds can take up to two weeks to reach your bank account. While refunds will always be instructed immediately upon cancellation of an event, attendees should be aware of this potential delay when booking tickets.

If you require any clarification or need to discuss anything in relation to this policy with a member of the Alumni team, please contact us at [alumni@yorks.ac.uk](mailto:alumni@yorks.ac.uk) or on 01904 876741.