

SCCT Policy on Ticket Refunds

1. **General:** Community Theatre policy on refunds will be consistent with Association policy. Whenever a ticketed Community Theatre event is canceled, every attempt will be made to reschedule that event in a timely manner. Ticket holders will be afforded the opportunity to use their tickets for the rescheduled event. Refunds will not be offered unless the event cannot be rescheduled.
2. **Procedural Guidance:**
 - a. **Rescheduled Event:** If an event is rescheduled to a date and time when some ticket holders are unable to attend, those ticket holders will be given the opportunity to exchange their tickets for admission to the next scheduled SCCT production.
 - Ticket holders will be notified of the rescheduled performance for which their ticket will be accepted.
 - If multiple performances are rescheduled, ticket holders will be afforded the opportunity to exchange their tickets for a more convenient performance (assuming tickets are available).
 - Ticket holders who are unable to attend any rescheduled performance will be able to exchange their ticket for credit toward the purchase of a ticket to the next scheduled SCCT production.
 - Cash refunds will not be issued.
 - b. **Canceled Event:** If the event cannot be rescheduled, tickets already purchased for that event will be refunded.
 - This is consistent with the Activities Department policy.

Association (CAM) Ticket Refund Policy

Full Refunds will be given:

When an event is canceled by the Activities Department and is NOT rescheduled.

No refund will be given:

For any event that is canceled and rescheduled.

Regardless of the method of payment:

Refunds under \$25 will be credited to the member account.

Approved by the SCCT Executive Board November 4, 2008