

OLD IPSWICHIAN CLUB

CANCELLATION AND REFUNDS POLICY

Scope of Policy

The Cancellation and Refunds Policy covers events organised by, or on behalf of, the Old Ipswichian Club. The purpose of the policy is twofold: to ensure that events will only go ahead if they are viable in terms of numbers attending and costs, and to provide for the cancellation of events, with fair warning, if they fail to meet reasonable criteria relating to numbers and costs. This policy also covers the cancellation of events owing to factors beyond the control of the OIC – force majeure.

The Full Policy

The full policy will be posted on the OIC's pages on the website.

Invitations and Advertisements

All promotional material and invitations to OIC events will carry a brief cautionary note about the possibility of cancellation and the consequences of cancellation regarding refunds if tickets have already been purchased.

For example: "Please be aware that if this event attracts insufficient interest by the closing date, it may be necessary to cancel or postpone it. The cost of tickets purchased before the closing date will be refunded in the event of cancellation or postponement. The OIC's Cancellation and Refunds Policy can be found on the website."

Thresholds for Cancellation

The OIC cannot set precise thresholds in terms of numbers attending for the cancellation of events, but judgments will be made based upon past experience by members of the OIC Committee taking advice from the Development Office. [This paragraph may also be included in the caution above]

Timing of Cancellation

Events for which there is a charge, such as the OI Dinners, will have well-publicised closing dates for the purchase of tickets. If it appears that an event is not going to be viable in terms of numbers, the decision to cancel or postpone the event will be made as soon as reasonably possible after the closing date.

Force Majeure

Any decision to cancel an event will be made in good time unless unforeseen and unforeseeable circumstances beyond the control of the OIC force a late cancellation. 'Free' events, such as year-group reunions, will follow the same pattern.

The Decision to Cancel

On the closing date, the Development Office will provide the relevant members of the OIC Committee with details of numbers attending. The decision to cancel an event will be made jointly by the Club Chairman, the Treasurer and the event organiser/sponsor, in conjunction with the Development Office.

Announcing a Cancellation

In the event of a cancellation or a postponement, the Development Office will make an announcement via the website and social media and will contact directly those who have already purchased tickets or indicated their attendance within three working days of the decision to cancel or postpone.

Refunds

For simplicity, refunds will be made automatically to all ticket holders in the event of the OIC having to make a cancellation or postponement as not everyone may be able to attend on a later date. Refunds will be made as soon as possible after the cancellation or postponement is announced.

Ticket purchasers who wish to withdraw from an event for their own reasons, such as illness or the need to isolate, should give as much notice as possible of their decision. Each case will be judged on its merits and, if possible, the OIC will make a full refund whilst retaining the right to charge a small administration fee.

This policy was adopted by the OIC Committee on 3rd November 2022.
This policy will be reviewed in November 2023 and then at five-year intervals.