Revised May 2026

# SDFC Cancellation Policy

## 1. Purpose

This policy outlines the procedures for cancelling tickets to an event and the consequences for attendees who fail to cancel in time.

## 2. Scope

This policy applies to all individuals who register and pay for an event hosted by Singleton Defence Families and Community Inc. (SDFC).

## 3. General Cancellation Terms

- **Cancellation Deadline:** Attendees must cancel at least 2 weeks before the scheduled event.
- **Refunds:** No refunds will be given. Eligible cancellations may receive account credit in accordance with this policy for use at a future event.
- **Change of Mind Cancellations:** No credit will be issued for cancellations due to change of mind, regardless of how early the cancellation is made.
- **Event Reminders:** SDFC will send out a reminder email 72 hours prior to the event.

## 4. Credit Policy

- Attendees who cancel at least 2 weeks before the event may receive full credit, provided the cancellation is not due to a change of mind and the event does not require pre-payment by SDFC.
- Credit will be issued in the form of vouchers valued at $5 or $10, depending on the amount paid, to be used toward future event bookings.
- Vouchers can be used during the checkout process on the SDFC website.
- No credit will be issued for:
    - Change of mind cancellations;
    - Cancellations made less than 2 weeks before the event; or
    - No-shows.

**Important:**

- If the event is one that SDFC must pre-pay for in advance (e.g., tickets, bookings, etc.), no credit will be given, as SDFC will have already incurred the cost of your ticket.
- No credit will be given at any time after purchase for these events.
- However, members are permitted to pass their ticket on to an eligible friend if they are unable to attend.
- SDFC must be informed if a ticket is being transferred to someone else, including the new attendee's name.
- All ticket transfers must be completed no later than 24 hours before the event.

- The event description will clearly state whether pre-booking and pre-payment has been required.

## 5. Multiple Cancellations

Attendees who repeatedly cancel events may face:

- Suspension of registration privileges for future events; and/or
- Being charged the full cost of future events, rather than the subsidised SDFC rate.

## 6. Special Cases

- If an attendee experiences an emergency that prevents them from attending, they must notify SDFC as soon as possible.
- Exceptions will be reviewed on a case-by-case basis.

## 7. Amendments and Enforcement

7.1. SDFC Inc reserves the right to amend this policy as necessary.

7.2. This policy will be enforced strictly, and no exceptions will be made without prior written approval from SDFC Inc management.

For any questions or concerns, please contact:
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