MYTSIC SIDEKICK

REFUND / CANCELLATION POLICY LANGUAGE



VPREPARING FOR THE UNEXPECTED — LANGUAGE FOR REFUND REQUESTS AND CANCELLTIONS

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Refund / Cancellation Policy Language

We hope your workshop goes off without a hitch, but sometimes the unexpected happens and you need to cancel or move an event or you receive a request for a refund from an attendee. Below are examples of different scenarios and language you can include in your event terms when people register. However, note that this is **not** legal advice. You should be sure to consult with an attorney or other professional regarding any applicable consumer laws in your jurisdiction and that your policies comply.

Attendee-Initiated Request

- **Non-Refundable, Flexible Transfer:**
  - "All workshop tickets are non-refundable. If you are unable to attend, you're welcome to transfer your ticket to a future workshop date or gift it to a friend—just email us at [your email] with the details."

- **Refunds Allowed Within a Window**
  - "Cancellations made at least [X days] before the workshop will receive a full refund. After this window, tickets are non-refundable, but you may transfer your spot to a future workshop or another participant."

- **Credit-Only Policy**
  - "We do not offer refunds for cancellations. However, if you notify us at least [X days] before the event, we'll happily issue you a credit toward a future workshop."

- **No Refunds or Transfers (Strict)**
  - "All ticket sales are final. Unfortunately, we are unable to offer refunds, transfers, or credits for missed workshops."

- **Full Refund, No Questions Asked**
  - "We want you to feel comfortable registering. If you're unable to attend, simply email us at [your email] any time before the workshop begins for a full refund."

Host-Initiated Changes

- **If an Event Has a Rain Date (Outdoor)**
  - "This workshop will be held outdoors. In the case of bad weather, a rain date of [insert date] has been scheduled. Your ticket will automatically transfer to the new date. If you cannot attend, you may transfer your ticket to another person or request a credit toward a future event."

- **Inclement Weather Policy**
  - "In the case of bad weather, participants will be notified via [email/post on Facebook/etc] and the event will be rescheduled to [insert date]. Your ticket will automatically transfer to the new date. If you cannot attend, you may transfer your ticket to another person or request a credit toward a future event."

- **If an Event Needs to Be Rescheduled (Any Reason)**
  - "If we need to reschedule the workshop, your ticket will automatically transfer to the new date. If you're unable to attend on the rescheduled date, you may request a refund or credit toward a future workshop."

- **If an Event is Cancelled by the Host**
  - "In the rare case that we must cancel a workshop entirely, all registered participants will receive a full refund."
  - Alternative (Flexible): "If we must cancel, you'll have the option of a full refund or credit toward any future workshop."

Pro Tips:

- State policies clearly before participants register. This avoids confusion, sets professional boundaries, and builds trust.

- Choose policies that match your business model—casual/intro workshops often benefit from being more flexible, while high-demand, limited-seat workshops may need stricter policies.