



## Durham Choral Society

Registered charity no. 514557

### Refunds Policy

Durham Choral Society recognises that there may be times when refunds need to be considered.

#### Membership Subscriptions

Membership Subscriptions are non-refundable unless there is an accounting error.

#### Music Hire

Where a member returns a score within two weeks of issue, a refund will be given because the score can be hired to another singer. No refund will be given after this two-week period.

#### Tickets

Under normal circumstances, tickets for events are non-refundable.

If a concert is cancelled or postponed, the following options will apply

1. Full refund
  - a. **Cancellation or postponement where DCS is managing the ticketing** - The ticket can be refunded directly by DCS either by bank transfer or cheque.
  - b. **Cancellation or postponement where DCS is using an agent (eg Durham Cathedral Box Office)** - Durham Choral Society will work with the agent provide refunds.
2. A credit note can be provided for use against ticket purchase at a future concert
3. The purchaser may wish to donate the cost of the ticket(s) to the Society

#### Document History

September 2022	Drafted, considered by committee	✓
27 September 2022	Adopted by committee	✓
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