

## What to do if you need to cancel your event



### Procedure for Event Providers

Circumstances beyond your control can lead to forced cancellation of an event, but cancellation will normally be a last resort. Past solutions have included finding a 'stand in' to lead the event or re-routing part of the event. It may be worth contacting the festival organisers [bookings@themorayway.org.uk](mailto:bookings@themorayway.org.uk) or [info@moraywalkoutdoorfest.co.uk](mailto:info@moraywalkoutdoorfest.co.uk) to see if they can help.

If cancellation is necessary please do this as early and as quickly as possible once the decision is made.

#### Step 1:

Log into your event and adjust stock to Zero. Event will then appear as 'SOLD OUT' preventing further bookings.

#### Step 2:

Use the 'Please note' text (last item in the Event Summary section) to place a Cancellation notice <This event has had to be cancelled due to . . . . > in the Summary section for the event.

#### Step 3:

Send an email to all your customers. This is easily done by logging into the site and clicking 'Customers' under your event name. Use the 'Email all customers' button at bottom left to automatically open a blank email addressed (using Bcc) to your customers. Please copy this email to [bookings@themorayway.org.uk](mailto:bookings@themorayway.org.uk) to notify the festival bookings coordinator.

### *Sample cancellation email*

I very much regret that the <name of event> has had to be cancelled. <Write a brief explanation of reasons>. You will of course receive a full refund of any monies paid for this event.

Refunds will be arranged by the Festival organisers. For those who paid using Paypal, a refund will be given directly into the card account used for the booking. Cheque refunds will be sent to the name and address provided on the order form. For those who paid by BACS you will be asked to provide banks details to the treasurer to allow a refund. For Cheque and BACS please note that there will be a delay between being notified of the refund and receiving the cheque or BACS transfer.

Cancellations are rare and we wish to apologise for the inconvenience and disappointment this cancellation has caused and hope that it does not detract from your participation in and enjoyment of other events. Please acknowledge receipt of this cancellation notice by clicking 'Reply' and not 'Reply All'.

Kind Regards,

<Provider name>



## **Procedure for the Bookings co-ordinator**

### Step 1:

Start to refund monies asap. When doing this uncheck the 'Restock refunded items' box to ensure the event remains 'SOLD OUT' after refunding. This will send a refund notification email to the customer.

Paypal refunds can and should be done directly from the order.

### Step 2:

For cheque payments, email the treasurer with customer name, address and amount requesting a cheque refund with brief reason why. Copy this to customer.

### Step 3:

For BACS payments, email customer with reference to the cancellation for context and request the account name, sort code and account number to facilitate a BACS refund.

Provide treasurer's email and telephone for direct reply. Copy this to treasurer.