

# Event Ticket Refund Policy

GradGov, the Graduate Student Government at Georgetown University, is dedicated to providing a variety of engaging events and opportunities for the graduate student community. We understand that plans may change unexpectedly, and we want to ensure our refund policy reflects fairness and transparency while maintaining operational efficiency. Please read the following refund policy, which applies to all GradGov-organized events.

## 1. General Refund Terms

- **Full Refunds:** We offer full refunds for tickets if a refund request is made at least **7 days** prior to the scheduled event date. This is to ensure ample time for GradGov to offer the ticket to other students and adjust event planning as needed. Refunds only apply to standard event tickets and do not include service fees or optional add-ons (e.g., merchandise or Food/beverage vouchers). Refund requests made after this period will follow the partial refund policy or may not be eligible for a refund.
- **Partial Refunds:** Refunds of 60% of the ticket price will be granted for requests made between **3 and 6 days** prior to the event. Requests made after this period will not be eligible for a refund. Partial refunds apply to standard event tickets only and do not include service fees or optional add-ons (e.g., merchandise or Food/beverage vouchers).
- **No Refunds:** Refund requests made within **48 hours** of the event or after the event date are not eligible for refunds. Exceptions may be made only in cases of documented emergencies (e.g., medical, family, or other significant extenuating circumstances) or in cases where the event is canceled or rescheduled by GradGov. Supporting documentation will be required for emergency refund requests.

## 2. Cancellations or Changes by GRADGOV

- **Event Cancellations:** If an event is **canceled** by GradGov or Georgetown University due to unforeseen circumstances, all registered attendees will be notified immediately, and they will receive a **full refund**, including any applicable fees and add-ons. Refunds will be processed within 7 business days of the cancellation announcement.
- **Event Rescheduling:** In cases where an event is **rescheduled**, ticket holders will have the option to either transfer their ticket to the new event date or receive a **full refund** if they are unable to attend the rescheduled event. Requests for refunds must be made within **3 days** of the rescheduled event notification. No refunds will be issued after this period unless GradGov otherwise states otherwise.
- **Venue or Time Changes:** If there are changes to the venue or event time, ticket holders may request a full refund if the new arrangements do not suit their availability. Refund requests must be made within 3 days of the change notification.

## 3. Special Circumstances Refunds

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- **Medical Emergencies:** GradGov recognizes that emergencies can arise. Refund requests due to **medical emergencies** or **family matters** will be evaluated on a **case-by-case basis**. Supporting documentation (e.g., medical certificates or proof of emergency) must be submitted with the refund request, and the request must be submitted no later than **24 hours** after the event.
- **Academic or Professional Conflicts:** Refunds for **academic** or **professional conflicts** (e.g., mandatory exams, internships, or conferences) may be considered if the request is made at least **3 days** before the event, and valid documentation is provided. GradGov will review these requests but cannot guarantee approval.
- **Travel Restrictions:** If local, national, or international travel restrictions due to government mandates (e.g., health pandemics, safety concerns) prevent attendance, ticket holders may request a refund, which will be assessed on a case-by-case basis.
- **Extreme Weather Conditions:** If extreme weather results in the cancellation of the event, ticket holders will be entitled to a full refund or transfer to the rescheduled event date.

## 4. Transferability and Ticket Exchange

- **Ticket Transfer:** Tickets can be transferred to another eligible Georgetown University graduate student at no additional cost until the start of the event. The new ticket holder must meet all original eligibility requirements for the event.

## 5. Refund Process

- **How to Request a Refund:** To request a refund, please follow these steps:
  - Email GradGov at [[gradgov@georgetown.edu](mailto:gradgov@georgetown.edu)] with the subject line: Refund Request – [Event Name].
  - Include your full name, Georgetown NetID, ticket order number, and the reason for your refund request.
  - Attach any supporting documentation, such as medical records, proof of emergency, or academic/professional schedules (if applicable).

- **Refund Approval:**

Once your refund request is received, it will be reviewed, and you will receive an approval or denial notification within 5 business days. We reserve the right to request additional information in order to process your refund.

- **Refund Issuance:**

**Approved refunds will be processed during the week following the scheduled event date and credited to the original payment method used at the time of purchase.** This timeline allows GradGov to reconcile transactions across required university systems. Please note that some banks and financial institutions may take additional time to reflect the refund in your account.

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## 6. Non-Refundable Items

- **Service Fees:** Any service fees, processing fees, or transaction fees are non-refundable unless the event is canceled by GradGov.
- **Add-Ons & Merchandise:** Additional purchases such as merchandise or food/beverage vouchers are non-refundable unless the event is canceled by GradGov.

## 7. No-Show Policy

- **No Refund for No-Shows:** Please note that **no refunds** will be provided to attendees who do not attend the event and have not requested a refund prior to the **48-hour deadline**.

## 8. COVID-19 or Health-Related Policies

- **COVID-19 Impact:** If the event is postponed or canceled due to COVID-19 or other health-related reasons, ticket holders will be notified via email, and a full refund or ticket transfer to the rescheduled date will be offered.
- **COVID-19 Safety Requirements:** If the event requires proof of vaccination, negative COVID-19 tests, or other health and safety measures, failure to comply will not warrant a refund. It is the responsibility of the ticket holder to meet all entry requirements.

## 9. Force Majeure:

In the event of force majeure (e.g., natural disasters, extreme weather conditions, or other situations beyond the control of GradGov), GradGov reserves the right to reschedule or cancel events without liability. In such cases, GradGov will offer attendees a full refund or the opportunity to transfer their ticket to a future event.

## 10. Policy Updates:

GradGov reserves the right to amend or update this refund policy at any time. All changes will be communicated to ticket holders via email and posted on the official GradGov website. The most current version of the policy will apply to all ongoing and future events.