



EVENTS REFUND POLICY

US Events Refund Policy

Introduction

Thank you for choosing to attend our event. We are committed to providing an engaging and memorable experience for all attendees. To maintain the best possible experience for everyone involved and to ensure the success of our events, we have established the following Refund Policy for event tickets.

Policy Terms

By purchasing a ticket to our event, you acknowledge and agree to the following terms:

1. **ALL SALES ARE FINAL:** Once a ticket is purchased, we do not offer refunds, exchanges, or cancellations, except as required by applicable law. Please review the event details carefully before making a purchase.
2. **NON-TRANSFERABLE:** Purchased tickets are non-transferable and may not be resold, exchanged, or transferred to another individual or entity without prior written approval from the Synagogue local event management team.
3. **CUSTOMER RESPONSIBILITY:** It is the customer's responsibility to verify the event date, time, and location before purchasing a ticket. We do not provide refunds due to scheduling conflicts or changes in personal circumstances.
4. **NO REFUNDS FOR NO-SHOWS:** We do not offer refunds or partial refunds for attendees who fail to attend the event or arrive late.
5. **EVENT POSTPONEMENT:** In the event of a postponement, we offer the option to transfer bookings to the new event date, instead of providing refunds. Attendees will be notified as soon as possible about the rescheduled date. Transferred bookings will be valid only for this new date. In exceptional cases where the new date is unsuitable, we encourage contacting our local event management team for alternative solutions.
6. **EVENT CANCELLATION:** In the unfortunate circumstance that our event is cancelled, bookings will be eligible for a full refund of their ticket price. We will initiate the refund process promptly, and attendees can expect to receive their refunds within 14 working days. For any queries or assistance regarding a refund, please contact your local Synagogue office event management team.

Exceptional Circumstances

We understand that there may be exceptional circumstances where a refund may be considered. However, please note that any refund requests will be evaluated on a case-by-case basis and granted solely at our discretion.