



## **Cancellation Policies**

(updated July 2024)

### **How to Cancel Tickets:**

Please cancel tickets by sending an email to [bomabc@boma.bc.ca](mailto:bomabc@boma.bc.ca) by the date stated in that particular event's cancellation policy (in the online Events Calendar, click on the name of the event, and the policy is at the bottom). The amount of notice required varies based on the type of event and the venue.

### **Late Cancellation Policy for Less Than Eight Tickets:**

Organizations that request to cancel less than eight tickets after the cancellation deadline are required to pay the full cost of the tickets.

### **Late Cancellation Policy for Over Eight Tickets:**

Organizations that request to cancel eight or more tickets after the cancellation deadline are required to pay the full cost of the tickets plus a \$100 administrative fee.\* If BOMA BC is able to re-sell the tickets, only the cost of the un-sold tickets will be charged, along with the administration fee.

### **Why There are Cancellation Policies:**

Venues require BOMA to provide a guaranteed number of attendees well in advance, so they know how much food to purchase and the amount of staff to hire. If BOMA's attendance numbers drop below the guaranteed number, BOMA is still required to pay for the un-used seats/tickets. When a group of eight or more cancels it also requires the floor plan to be adjusted, which can cause disruption if a seating plan has been professionally printed.

We appreciate your understanding!

*\*for the time and effort to attempt to fill the seats, and administrative work associated with changing the venue's event plan, printing new registration lists and making new name badges.*