We understand that sometimes circumstances change and you may not be able to attend an event that you have paid for.

**Tibetan Buddhist Institute (TBI) Event Cancellation and Refund Policy**

1. Cancellations received by 5.00pm seven (7) days prior to the event, will be refunded in full.
2. No refund will be made and full payment is required for non-attendance on the day or any Cancellation received two (2) days after the date of an event.
3. Full amount or portion of the payment to an event may be refundable (at TBI’s Director absolute discretion) for cancellation within two (2) days after the date of an event.
4. All cancellations and changes (**Cancellations**) must be forwarded to the Director in writing, by email: office@tibetanbuddhistinstitute.org
5. If TBI needs to postpone an event, TBI will contact an attendee promptly and either arranges for a full refund, or transfer an attendee to the new event date, as agreed by the parties.
6. Refunds will be processed within twenty-one (21) days of Cancellation via the same method used for payment.
7. If cancellation of an event is caused by an event beyond the reasonable control of TBI, TBI and its Directors, staff, contractors and teachers will not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations under this policy whatsoever.
8. Full amount of the payment to an event may be refundable to an attendee (determinable by the TBI Director’s at his absolute discretion) if a Cancellation is received prior to an event due to the following reasons:
	1. Personal Illness;
	2. Accidents;
	3. Bereavement; or
	4. Such other reasons in the Director’s reasonable opinion that the Cancellation is caused by an event beyond the control of an attendee.

Date Developed: April 2019
Review Date: April 2021