

# Metchosin Community Hall Cancellation & Refund Policy

At Metchosin Community Hall, we understand that plans can change. Our goal is to be fair to both our renters and our community by making cancelled dates available to others whenever possible.

## Booking Holds

Once your booking request has been approved, your requested date will be temporarily held while you complete the required booking package, insurance requirements (if applicable), and any other requested documentation.

If you decide not to proceed with your booking, or require additional time before making your decision, please notify the Booking Coordinator as soon as possible. Early notice allows us to make the date available to other community members.

If the required booking documents are not completed within the requested timeframe, Metchosin Community Hall reserves the right to release the booking without further notice.

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## Booking Confirmation

Your booking is considered **confirmed** once:

- All required booking documentation has been completed.
  - Insurance requirements have been satisfied (where applicable).
  - Liquor permits have been provided (where applicable).
  - Full payment has been received.
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## Cancellation Before Payment

If you choose not to proceed **before payment has been made**, there is no cancellation fee.

Please notify us as soon as possible so that the booking date can be released for other renters.

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## Cancellation After Payment

If you cancel a confirmed booking after payment has been received, please notify us immediately.

Refunds will be considered based on:

- The amount of notice provided.
- Whether Metchosin Community Hall is able to successfully rebook the cancelled date.
- Any administrative costs already incurred.

Our goal is to work fairly with renters whenever possible. Where a cancelled booking can be rebooked, every reasonable effort will be made to provide an appropriate refund of rental fees.

Because each booking is unique, refund decisions are made on a case-by-case basis by the Metchosin Community Hall Society.

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## **Refundable Damage Deposit**

The Damage Deposit is separate from the rental fee.

Provided the facility is left in accordance with the Rental Agreement, no damage has occurred, and no additional cleaning or repair charges are required, the Damage Deposit will be refunded following the event.

Any deductions will be explained to the renter.

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## **Changes to Bookings**

Requests to change booking dates or times are always welcome and will be accommodated whenever possible, subject to availability.

Changes are not guaranteed and may require approval by the Booking Coordinator.

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## **Cancellation by Metchosin Community Hall**

In the unlikely event that Metchosin Community Hall must cancel a booking due to circumstances beyond its reasonable control—including emergencies, facility damage, public safety concerns, or other unforeseen events—all monies paid by the renter will be refunded in full.

Metchosin Community Hall's liability is limited to the return of amounts paid and does not extend to any additional costs or losses incurred by the renter.

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## **Questions**

If you have questions about this policy or your booking, please contact our Booking Coordinator. We are committed to working with renters in a fair, respectful, and community-minded manner whenever possible.