



## SPECIAL EVENT TICKET REFUND

**Policy Title:** Special Event Ticket Refund

**Policy Type:** Administrative

**Policy Number:** 46-08 (2014)

**Approved:** 12/16/2021

**Responsible Office:** Auxiliary Enterprises and Services

**Responsible Executive:** Vice President for Finance and Administration

**Applies to:** Students, Faculty, Staff, Vendors, and General Public

### POLICY STATEMENT

This statement establishes the appropriate guidelines for refunding the cost of tickets to ticket purchasers for University sponsored paid events.

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### DEFINITIONS

**Event:** An organized occasion such as a social function or sports competition.

### CONTACT(S)

Auxiliary Enterprises and Services officially interprets this policy. The Vice President for Finance and Administration is responsible for obtaining approval for any revisions as required by BOV Policy # 01 (2014) *Creating and Maintaining Policies* <https://www.nsu.edu/policy/bov-01.aspx> through the appropriate governance structures. Questions regarding this policy should be directed to Auxiliary Enterprises and Services.

## **STAKEHOLDER(S)**

Campus community, students, and vendors.

## **SPECIAL EVENT TICKET REFUND POLICY CONTENTS**

The University does not issue refunds for paid events that occur as scheduled. Special event ticket holders shall be entitled to a refund if the event is cancelled by the University or Sponsor. The University reserves the right to postpone an event due to inclement weather or other circumstances which make the event non-viable. Ticket purchasers shall be advised as to the date, place and time when refunds are to be made. A refund shall be made by a University representative upon receipt of the appropriate ticket stub from the holder. Total refunds issued by the University representative shall be reconciled against the total value of all tickets received and verified by a supervisor or another University representative.

## **EDUCATION AND COMPLIANCE**

The intent of this policy is to provide a summary for the University on how to obtain a refund for the cancellation of a scheduled University event. It will be the responsibility of Auxiliary Services staff to ensure compliance with Virginia Information Technologies Agency contract guidelines and all requirements set forth in this policy. The Ticket Center and Auxiliary Services maintains compliance with Agency Risk Management and Internal Control Standards (ARMICS), mandated by the Commonwealth of Virginia, to support operational efficiency and financial accountability.

Violations of this policy will be reported to the appropriate department officials to include but not limited to Vice President Finance and Administration, Auxiliary Services and Student Affairs.

## **PUBLICATION**

This policy shall be widely published and distributed to the University community. To ensure timely publication and distribution thereof, Auxiliary Services will make every effort to:

- Communicate the policy in writing, electronic or otherwise, to the University community within 14 days of approval;
- Submit the policy for inclusion in the online Policy Library within 14 days of approval;
- Post the policy on the appropriate website; and
- Educate and train all stakeholders and appropriate audiences on the policy's content, as necessary. Failure to meet the publication requirements does not invalidate this policy.

## **REVIEW SCHEDULE**

List the following:

- Next Scheduled Review: 5/10/2024
- Approval by, date: President, 12/16/2021
- Revision History: 3/16/1995, 05/19/2015, 06/17/2016; 06/13/17; 05/10/2018, 5/10/2021
- Supersedes: None

## **RELATED DOCUMENTS**

There are no related documents associated with this policy.

## **FORMS**

There are no forms associated with this policy.