

Yarra Valley ECOSS CANCELLATION POLICY

Ticketed Events:

If the Attendee needs to cancel:

Substitution:

If, after booking your ticket you are unable to attend, you are welcome to nominate someone else to attend in your place.

Please advise substitutions via email so a correct name will be at the registration desk.

Refunds: Attendees:

If we cancel the Festival:

You are entitled to a full refund.

However, in the event it is cancelled due to events beyond our control (eg extreme weather), we ask that you consider help sharing the costs of organizing the festival by way of a donation.

Performers:

If the performers cancel:

If the performers cancel at any time there will be no payment.

If we cancel the performance:

Cancellation more than 30 days before the event – performers will not be paid.

Cancellation less than 30 days, but more than 14 days: we will pay 50% of performance fees or give the option of performing at another ECOSS Event.

Cancellation less than 14 days ECOSS will pay 75% or give the option of performing at another event.

Cancellation less than 7 days ECOSS will pay 100% of performer fees, or give the option of performing at another ECOSS event.

Programs Reschedule including Schools, Community Groups and Disabilities:

If programs are cancelled by visiting group for any reason, our first preference is to reschedule, otherwise cancellation fees apply.

Cancellation more than 30 days before the program- fees will not apply.
Cancellation less than 30 days, 25% of program fees will apply.
Cancellation less than 24 hours 100% of program fees charged.

If Ecosse Cancels due to circumstances out of our control, we will:

- Attempt to reschedule
- Offer full refund

Fire:

Total Fire Ban- at our discretion
Severe- at our discretion
Extreme and higher- ECOSSE is closed.

COVID-19

If either party becomes aware of any member of either party presenting with COVID – 19, before or after a visit, please contact immediately to either reschedule or alert the teaching staff who have been in contact with infected person.