



## CANCELLATION POLICY

<b>Current version:</b>	V 1
<b>Next review date:</b>	January 2025
<b>Person responsible for review:</b>	Operations Manager
<b>Approved by:</b>	General Manager

## **1. Rationale**

FDNA Staff & Board of Management have a responsibility to council to ensure the viability of the Jubilee Park Stadium and ensure that bookings are at capacity where possible.

## **2. Policy**

### **ii) Event Rooms with Catering**

Cancellations of events with catering made up to 2 weeks prior to the booking will be processed without a penalty.

Should the cancellation notice be received less than 2 weeks prior to the booking a 50% fee for the event room and any additional equipment that was booked for the event will be charged. The full amount of catering (100%) may be charged to the booking client.

### **ii) Event Rooms without Catering**

Cancellations of event rooms only made up to 1 week prior to the booking will be processed without a penalty.

Should the cancellation notice be received less than 1 week prior to the booking a 50% fee for the event room and any additional equipment that was booked for the event will be charged.

### **iii) Meeting Rooms**

Cancellations of meeting rooms made up to 48 hours prior to the booking will be processed without a penalty.

Should the cancellation notice be received less than the 48 hours prior to the booking an assessment will be made and there may be up to a 50% charge.

Please note FDNA reserves the right to refuse entry in line with FDNA Conditions of Entry.

To make a cancellation please email [cafe@fdna.com.au](mailto:cafe@fdna.com.au)