



CANCELLATION POLICY

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Person responsible for review:	Operations & Hospitality Managers

Introduction

FDNA has a responsibility to council to ensure the viability of the Jubilee Park Stadium and to ensure that bookings are at capacity wherever possible.

Policy

In relation to all cancellation requests; consideration will be given to whether the space can be utilised by other participants and/or whether other bookings were declined in the time since the initial booking was made.

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.

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.

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.

Sporting facilities/Court hire (all surfaces)

Cancellation should be made via email. A booking will not be considered to be cancelled until written advice is received.

Cancellations made within two weeks of the booking will be assessed on a case-by-case basis and a cancellation fee may apply.

Cancellations made within one week of the booking may incur a charge equal to 50% of the booking amount.

Appendix:

Conditions of Entry Policy <https://jubileeparkstadium.com.au/stadium/policies/>