



Temporary Refund Policy in response to COVID-19

In light of the current issues around the COVID-19 pandemic, this temporary refund policy aims to provide clarity and assist hirers to manage their responses. We value the role of our hirers in sustaining a vibrant creative community at the Centres and note the impact of this income on our organisation, which relies on 80% earned income to operate. We are working with the ACT government to determine what support might be available to the Centres and this may affect this refund policy.

Cancellations by hirer

Cancellations by the hirer are currently done in accordance with our standard agreement terms which state that:

- 3.1 *A Hirer may cancel a booking by giving written notice to Arts Capital Limited* (a not-for-profit company limited by guarantee, trading as Ainslie and Gorman Arts Centres)*
- 3.2 *Where a booking is cancelled by the Hirer at least ten (10) working days before the scheduled commencement date of the hiring period, any pre-payment will be refunded.*
- 3.3 *Where a booking is cancelled by the Hirer later than ten (10) working days before the scheduled commencement date of the hiring period, the full hire fees will be charged to the Hirer.*

Acknowledging that many people will find themselves in difficult circumstances as a result of COVID-19, we have made the following updates to our refund policy:

- Until 31st March 2020 inclusive, if a hirer cancels at least 10 calendar days before their event, they will receive a full refund. If the cancellation is within 10 days, no refund will be offered.
- From 1st April 2020 until 30th June 2020 inclusive, if a hirer cancels at least 7 calendar days before their event, they will receive a full refund. If the cancellation is within 7 days, no refund will be offered. We are unable to reduce the cancellation period further due to our commitment to ensure casual event staff are given sufficient notice as per their assigned Fair Work Award.
- If a hirer wishes to postpone a hire or event, A+G will work with them to accommodate their alternative dates. Should this not be possible, then a refund will be offered in accordance with the above policy.

At this stage, as per our standard terms, any non-refundable deposits made, will not be refunded.

Cancellations by A+G

Cancellations by A+G will be done in accordance with our COVID-19 Response Plan (available here) and our standard agreement terms which state:

- 4.1 *Whenever, in the opinion of Arts Capital Limited, the Premises will be unfit or unavailable for use during a hiring period, Arts Capital Limited may refuse or cancel a booking and any payment already made will be refunded*
- 4.2 *Arts Capital Limited will not be liable in respect of loss or damage sustained as a result of cancellation or refusal to accept a booking by Arts Capital Limited*

In other words – for any hire cancelled by A+G, a full refund will be provided.

These terms are subject to change depending on Federal or Territory government directives regarding the venues.