

# HERITAGE RANCH EVENTS REFUND POLICY

No. 01-05

## A. Background

1. Events at Heritage Ranch which are sponsored by the HR Community Events Director and/or other groups or clubs working with the Community Events Director or the Activities Committee benefit all HR residents. The goal is to offer quality events at a reasonable cost to the participating residents.
2. Purchases are made in preparation for an event based upon the number of tickets sold or reservations made.
3. With no refund policy in place, the practice has been to allow residents to return tickets or cancel reservations up to and during the time of the event.
4. Allowing residents to cancel at a late date has resulted in unnecessary expenditures and inefficiencies in spending.

## B. Refund Policy

1. **Reservations** for Heritage Ranch HOA events which are made through the Website or Front Desk and involve a monetary transaction (i.e. Casino Night, dances, Veteran's Day) may not be cancelled within seventy-two (72) hours of the event.
2. **Tickets** sold through the Heritage Ranch HOA for HR events or activities with tickets sold through the HOA, (i.e., Concert Series, Variety Show) cannot be returned after purchase.
3. The Front Desk will maintain a waiting list of residents who wish to purchase tickets to specific events after the event is sold out.

Approved by the Heritage Ranch HOA Board of Directors:



October 16, 2008

Ron Samuels, President

