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## **Cancellation Policies for Events and Activities at Pictona**

We understand that circumstances may arise that require you to cancel your participation in an event or activity at Pictona. Here is our cancellation policy when you must drop out of an activity or event for which you have paid a fee.

1. When you cancel your participation before 48 hours of the scheduled time for the event or activity to begin, you will receive a full refund.
2. If you cancel with less than 48 hours notice, a service fee of 20% of the fee you paid will be charged and is nonrefundable.
3. Contact our Welcome Desk team to register your cancellation in person or by calling 386-310-7067 during our business hours. Do not mention your cancellation to a staff member in passing and hope that it gets registered.
4. Refunds will be processed within 3 business days and credited back to the original method of payment, if applicable.
5. On occasion we may have to cancel or reschedule an activity or event because of insufficient enrollment, instructor unavailability, weather, or other unforeseen circumstances. When we cancel an event or activity you will be notified promptly and receive a full refund.

If you have additional questions about our cancellation policy contact the Welcome Desk team at 386-310-7067.

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***For Internal Use Only***

Welcome Desk Associates, use this chart to help you calculate the refund amount. You will need to manually adjust the refund amount when processing the 20% service fee. Please direct any member questions or concerns to me.

<b>Calculating a Refund</b>		
<b>Cost</b>	<b>20%</b>	<b>Refund</b>
\$5	\$1	\$4
\$15	\$3	\$12
\$20	\$4	\$16
\$25	\$5	\$20
\$30	\$6	\$24
\$40	\$8	\$32
\$50	\$10	\$40
\$55	\$11	\$44
\$75	\$15	\$60
\$100	\$20	\$80