

# HDS Policies and Procedures

## HDS Cancellation Policy for Meetings and Events

**HD6081** HDS Cancellation Policy for Meetings and Events

Adopted MM DD YYYY

Approved X \_\_\_\_\_

Effective MM DD YYYY

### **.010. Purpose**

To delineate appropriate steps required for cancellations of reservations of Housing and Dining Services (HDS) Events and Meeting Spaces. All cancellations must be submitted in writing to the University Meetings and Events staff for the option of a refund of any pre-paid funds. These cancellations can be submitted in person to the Meetings and Events Office, or by email to [hdstower@k-state.edu](mailto:hdstower@k-state.edu).

### **.020. Policy**

A client who has reserved a space in a Housing and Dining Meeting or Event Space who would like to cancel that reservation and receive a refund may submit their request for cancellation in person or by email before the event for review. The day the cancellation was made in comparison with the date of the event that was canceled will determine the amount of the refund given to the client. In order to qualify for a refund of any paid funds, the client must meet the following criteria.

The following criteria:

- 1) All requests for cancellation of Housing and Dining Meeting and Events spaces must be submitted in person or by email by the dates below for a refund to be considered.
- 2) If the client cancels a reservation **1 WEEK** before the event is set to take place, they will receive a refund of **50%** of the amount paid for the original reservation of the space.
- 3) If the client cancels a reservation **2 WEEKS** before the event is set to take place, they will receive a refund of **75%** of the amount paid for the original reservation of the space.
- 4) If the client cancels a reservation **more than 2 WEEKS** before the event is set to take place, they will receive a refund of **100%** of the amount paid for the original reservation of the space.
- 5) If a client cancels a reservation **LESS THAN 1 WEEK** before or the day of the event, they will receive **no refund** of the paid amount.
- 6) Due to the nature of the reservation and the nature of the cancellation, the Meetings and Events staff reserves the right to refuse a refund (no show), or to modify the refunded rate because of extenuating circumstances (emergencies, bad weather, etc.).

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## .030. Procedure

1. HDS requires a written request for cancellation of a reservation to be submitted to the Meetings and Events Staff prior to the event (as per .020) for proper cancellation. This submission will be reviewed by Housing and Dining Events Staff to determine if the client is eligible for a refund.
2. If the request is approved, a meeting may need to be set up with the client to administer the refunded amount previously approved by the Meetings and Events Staff. The refund will be made to the client in the form of a mailed state check for refund totaling a preapproved amount, known to the client.
3. If the request for refund is not approved, the Meetings and Event Staff will cancel the reservation, but a refund will not be issued to the client. A follow up email or communication of some kind will be given to the client before the original reserved date confirming the cancellation.
4. If a request for a refund is deemed unfair by the client, a formal complaint may be issued to Housing and Dining Associate Director for Administrative Services for a final review of the request in the context of this policy.

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PERFORMED BY	ACTION TO BE TAKEN
Customer	<p>Write a written request asking for a reservation in the Meetings and Events spaces to be canceled.</p> <p>Submit this request to the Meetings and Events Office, or via email to <a href="mailto:hdstower@ksu.edu">hdstower@ksu.edu</a>.</p> <p>Agree to a meeting with Meeting and Event Staff to issue refund, if approved.</p>
HDS Meeting Staff	<p>Review any requests submitted for cancellations of reservations.</p> <p>Determine if a refund is applicable on a case by case basis.</p> <p>Schedule meeting with client to issue refund if approved.</p> <p>Communicate with the client via email if the refund is not approved to confirm the cancellation of the event.</p>
Associate Director	<p>Stay up to date with the nature of cancellations and refunds issued for the cancellation of reservations in the Meetings and Events Spaces.</p>
Accounting	<p>Review requests for refunds after approved by Meetings and Events Staff.</p> <p>Process funds to be dispersed back to customer directly via state warrant check.</p>
Associate Director for Business Operations	<p>Review any appeals for denied requests.</p>

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## Cancellation Form for Meetings and Events

### **Customer**

Student Wildcat ID# (if applicable): \_\_\_\_\_

Name (First, Last) \_\_\_\_\_

Address: \_\_\_\_\_

Apt # \_\_\_\_\_

Phone # \_\_\_\_\_

Email Address: \_\_\_\_\_

Planned date of event: \_\_\_\_\_

Reason for Cancellation:

\_\_\_\_\_

Request Submitted on: \_\_\_\_\_

### ***Confirmation***

Staff Name: \_\_\_\_\_

Staff Position: \_\_\_\_\_

Phone # \_\_\_\_\_

Email Address: \_\_\_\_\_

I (Client Name) understand that I am requesting a cancellation. Under this option I agree that I must submit this cancellation request in the times listed above in order to receive a refund. I understand that if all conditions are met, K-State Housing and Dining Services agrees to refund partial or all of the previously paid amount for the rental of the space.

Customer Resident Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name Print: \_\_\_\_\_

Date: \_\_\_\_\_

KSU HDS Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Associate Director Approval: \_\_\_\_\_

Date: \_\_\_\_\_