

MARION COUNTY FAIR POLICIES AND PROCEDURES

Sponsoring Department:
Community Services- County Fair

SUBJECT: MARION COUNTY FAIR REFUNDING FEES

1.0 Purpose

To establish a policy for responding to fair participants (or potential participants) seeking a monetary refund.

2.0 General Policy

Each year the fair is contacted by parties requesting a refund for fees they have paid. Requests come from commercial exhibitors, food vendors, fairground campers, and from disgruntled fair attendees. Circumstances surrounding a refund request might involve the participant's plans changing, a personal emergency that now prohibits participation, or an attendee who is dissatisfied with their fair experience. The fair attempts to provide all attendees an exceptional product/value for their money. However, requests for refunds do occur. This policy establishes a method to respond to these requests.

3.0 Policy Guidelines/Procedures

3.1. Commercial Exhibitor/Food Vendors

- a) Eligible refund requests may include family emergencies such as a death in the family or circumstances beyond a person's control such as mechanical failure, or a vendor going out of business.
- b) Decisions regarding commercial exhibitor booth fee refunds will follow the *Rules Governing Commercial Vendors* document which covers how refunds are handled based on the time (before or after June 1) that the request is submitted.
- c) All refunds for commercial exhibitor booth fees exclude the per booth deposit which is non-refundable. This is clearly stated in the *Rules Governing Commercial Vendors*. (Vendors also sign an application/agreement form that includes the refund policy.)
- d) Food vendors are not eligible for a refund as the deposit they submit, once accepted as a vendor, is a non-refundable deposit. There is no other upfront fee, similar to the commercial exhibitor booth fee, for food vendors.

- 3.2. Campers-** Camping fee refund requests must be submitted a minimum of 14 calendar days prior to the beginning of fair in order to make the sites available to other potential campers. No camping refund requests will be accepted after this timeframe.

3.3. General Fair Attendees

- a) All ticket sales- concert, gate entry, and carnival wristbands are final; there will be no refunds or exchanges for tickets purchased.
- b) The printing of concert tickets will clearly state what the ticket is for ie.- general admission seating or reserved seating.
- c) The following will be posted at entry gates:
“All tickets purchased for entrance, and events or activities at the Marion County Fair are final. We do not accept any returns or offer refunds/rainchecks for tickets purchased for any reason.”
- d) Refunds specific to a business entity, separate from the Marion County Fair itself, should be taken up with the business/vendor. Examples- carnival monetary refunds will be taken to the carnival. Dissatisfaction with a food product should be addressed with the food vendor where it was purchased.

3.4. Refunds for Items Other Than Ticket Sales

- a) All eligible refund requests (with the exception of camping refunds) must be submitted by the last day of the current year’s fair.
- b) All decisions made will be recorded on the submitted *Refund Request Form*. (See Attached.)
- c) Once a refund has been authorized, the Fair Coordinator will work with Accounting to facilitate a check being issued* and sent to the requesting party.
- d) When a refund is denied, a copy of the completed *Refund Request Form* will be sent to the requesting party to notify them of the decision.

*Fees paid by credit card will be refunded through the credit card, not by issuance of a check. Refunds to parties, who have paid by check, will not be issued until the party’s submitted check has cleared through the banks.

Established: 12/10
Updated: 2/26/13
Adopted with Changes: 3/6/13

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