



## Canada's National Ukrainian Festival Ticket Policy in the Event of Cancellation or Postponement Effective as of April 2021

In the event where Canada's National Ukrainian Festival 2021 is cancelled or postponed due to unforeseen circumstances (government action prohibiting or impeding) the following policy will be in effect on the day of cancellation or postponement of the event. Notification of cancellation or postponement will be posted on our website and social media sites and all ticket holders will be notified within fourteen (14) days of the release to the media.

Canada's National Ukrainian Festival states the following for ticket holders who **rolled over tickets for the 2020 Festival**. Ticket purchases include – Weekend passes, Day passes, and Upper and Lower Camping Passes. \*This does not include tickets won through a contest or an event\*

### **Current Ticket Holders options are as follows:**

- **Donate-** If you have rolled your ticket(s) over from 2020, we ask you to consider donating your ticket(s), as a tax-deductible contribution to Canada's National Ukrainian Festival. Though the festival has been postponed; we are still in critical needs of financial support. Should you decide to donate your ticket(s) to the festival, we will send you a Tax Receipt.
- **Rollover-** Ticket holders may rollover their current tickets, to the next operating festival. You will receive a new ticket via email or mail, once the ticket sales for the next operating festival become active. **If you roll over your tickets to the next operating festival you will receive free access to our online Virtual Festival. Login information will be emailed out prior to event.**
- **Refund-** Ticket holders who rolled over their 2020 tickets may apply for a full refund of their ticket order, in the event of a postponement or cancellation of the event has occurred. The tickets available for refunds are: Early-Bird Passes, Weekend Passes, Day Passes, Upper and Lower Camping Passes. Partial refunds are not available. You must be the order purchaser to complete this option.

\*All tickets that were won, through a contest or at an event, will not qualify for a refund or a donation. They will automatically be rolled over for the next operating Festival.

\* Donated tickets to any organizations or groups will not qualify for a refund. Only Tickets that were purchased online or in person at our Festival Office and Boutique will qualify for a refund.

\* ONLY the PURCHASER can make these arrangements and the whole order must comply to one method ONLY.

**Written By: Canada's National Ukrainian Festival Board of Directors**