

# Event Refund Policy

Guests who purchase a ticket for an event to be held at the library are generally entitled to a refund if they are no longer able to attend the event, subject to certain conditions.

These policies apply for events booked online and via the circulation desk and are as follows:

- Cancellations made 7 days before a day event will be refunded in full.
- Cancellations made 10 days before a multi-day/overnight/weekend event will be refunded in full.
- You may request your refund or cancellation at the circulation desk or online by requesting a cancellation via email at: [store.oaxlibrary@gmail.com](mailto:store.oaxlibrary@gmail.com) or using the online form.
- Events booked through PayPal will be processed through the online system and may take up to 7 business days to process.
- Circulation desk bookings will be refunded in cash, in pesos.
- You can cancel an online booking at the circulation desk by providing your email address to the staff, along with your order details.
- Please also be sure to cancel any free event you have booked to allow for space for other interested community members.
- We encourage you to cancel your booking at all times, even if you are later than the 7 day refund period, to allow for others in the community to attend the event.