



RMHC
New Zealand

Keeping families close™

RMHC New Zealand Event Refund Policy

We are very grateful for your support of Ronald McDonald House Charities® (RMHC) New Zealand events.

Our events portfolio generates significant funds necessary for Ronald McDonald House® programmes to provide accommodation and support - free of charge - to families across New Zealand.

However, we do incur costs when it comes to hosting these events. Often we are required to confirm guest numbers and pay non-refundable deposits several months out from our events.

Therefore, we have implemented the following policy.

All Cancellations required by the table/ticket Purchaser

Cancellations must be notified to RMHC New Zealand in writing to the staff member who organised your table/ticket purchase, or by emailing fundraising@rmhc.org.nz.

- 30+ days from fundraising event 100% of the table/ticket cost is refunded.
- Less than 30 days from fundraising event date 0% of the table/ticket cost is refunded.

All refunds will be processed via the method used to purchase table/tickets.

If there are extenuating circumstances, please contact the staff member who organised your table/ticket purchase, or by emailing fundraising@rmhc.org.nz.

Event cancellation by RMHC New Zealand due to external factors:

If an event is cancelled for reasons outside of RMHC New Zealand's control, a full ticket refund will be issued regardless of the timeframe. Guests may opt to transfer the ticket/table purchase to a supporter donation.



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Disclaimer

The liability of RMHC New Zealand is limited to the return of the table/ticket purchase and does not include any other external expenses incurred by our guests.

Guests are encouraged to take out personal travel and medical insurance, which includes loss of accommodation and travel fees through the cancellation.

You can opt to transfer the ticket(s) to another designated attendee(s) at any time. Management of this is entirely up to you, the ticket purchaser. Please notify RMHC New Zealand of this transfer by contacting the staff member who organised your table/ticket purchase, or by emailing fundraising@rmhc.org.nz.