

# Sturgeon Agriplex

## Booking and Cancellation Policy

### Booking Policy

- Single bookings in excess of 5 hours or bookings that span multiple days (including full day and hourly) require a 10% non-refundable booking fee in order for the booking to be added to the calendar.
- The booking fee will be considered a pre-payment on final rental fees due and not in addition to hourly/daily rental rates.
- The 10% booking fee is only refundable if it is in adherence to the cancellation policy.
- The Board reserves the right to waive the booking fee when deemed appropriate.

### Cancellation Policy

- If the weather is -20 °C (ambient temp) or below and the member provides a cancellation request to the Sturgeon Agriplex via email prior to their booking, the 10% booking fee may be refunded. If the member re-books their scheduled time, the 10% booking fee will be credited to the next booking.
- If a member provides a cancellation request to the Sturgeon Agriplex via email **at least 14 days (2 weeks)** prior to the booking and the member re-books the time, the 10% booking fee will be credited to the next booking. The booking fee will not be refunded.
- If a member provides a cancellation request to the Sturgeon Agriplex via email **at least 21 days (3 weeks)** prior to the booking, the 10% booking fee will be credited to the next booking or the booking fee will be refunded.
- If for any reason the Sturgeon Agriplex cannot fulfill the members booked time (power outage, unforeseen events, etc.) the Sturgeon Agriplex will refund the 10% booking fee to the member.
- If a member repeatedly does not rebook or has had numerous cancellations that cause a significant negative impact to the schedule, the Board reserves the right to withhold the 10% booking fee. Furthermore, the Board reserves the right to refuse bookings to any member who has abused the booking and cancellation policy.
- The Board reserves the right to waive the cancellation fee when deemed appropriate.