

Western Carolina University Division of Advancement Event Refund Guidelines

Adopted 4/10/23

These event refunds guidelines apply to on and off-campus events held by WCU's Division of Advancement.

Event cancellation by the University

Western Carolina University and its Division of Advancement reserves the right to cancel an event for any reason, including but not limited to low enrollment, inclement weather, or other circumstances which would render an event non-viable. If WCU or its Division of Advancement cancels an event, registrants will be offered a full refund. If an event is postponed, registrants will have the option to either receive a full refund or transfer registration to the same event on the new, future date.

In some cases, participants who cannot attend the postponed event may be able to choose that an eligible portion of their registration fee be converted into a philanthropic gift. The coordinating office for the event will communicate such an opportunity to participants wishing to not attend the event.

Event registration cancellation by participant

Unless otherwise stated on the registration material, the deadline to receive a registration refund is 14 days before the date of the event. Cancellations received after the stated deadline will not be eligible for a refund. Refunds are not available for registrants who choose not to attend an event.

All refund requests should be made by the registrant or credit card holder by phone or email and must include the name of the attendee and the transaction confirmation number. If a cancellation request meets all criteria, a refund will be credited back to the original credit card used for payment. These guidelines do not apply to payments made to external, third-party, non-university partners, such as an area hotel, travel company, etc. associated with a university-sponsored event. Registrants must adhere to such external partners' individual refund policies.

In some cases, participants wishing to cancel their registration may be able to choose that an eligible portion of their registration fee be converted into a philanthropic gift. The coordinating office for the event will communicate such an opportunity to participants wishing to cancel.

Associated gifts, athletics and performance tickets

Per WCU's Gift Acceptance Guidelines, the gift portion of any event registration is non-refundable. Unless otherwise stated on registration materials, accompanying university athletic or performance tickets will be cancelled and refunded only if a request for refund is received at least 14 days prior to the event. Tickets furnished for a university event by external partners (such as Ticketmaster) are not eligible for a refund through these guidelines.