**Anchorage Concert Chorus Membership Refund/Cancellation Policy**

The Anchorage Concert Chorus reserves the right to refuse/cancel a membership in the Anchorage Concert Chorus. Membership in our Chorus is by audition and the terms are outlined in the current Membership Guidelines found in the secure Members Only section of this website.

If Anchorage Concert Chorus refuses a new or renewing membership, registrants will be offered a refund in accordance with our Membership Guidelines.

**Membership Cancellation by Participant**

Membership cancellations received within 14 days of registration may be eligible to receive a full refund less $50 service fee.

Cancellations received after the stated deadline will not be eligible for a refund.

Cancellations will be accepted via phone, fax or e-mail, and must be received by the stated cancellation deadline.

All benefits, incentives, and property received by participant must be cancelled/returned to the Anchorage Concert Chorus.

All refund requests must be made by the attendee or credit card holder.

Refund requests must include the name of the attendee and/or transaction number.

Refunds will be credited back to the original credit card used for payment.

These above policies apply to all Anchorage Concert Chorus memberships unless otherwise noted in the corresponding program materials. Please read all individual program information thoroughly.

**Anchorage Concert Chorus Event Refund/Cancellation Policy**

**Event Cancellation by Sponsor**

The Anchorage Concert Chorus reserves the right to cancel an event due to low enrollment or other circumstances which would make the event non-viable. All considerations and decisions related to events at the Alaska Center for the Performing Arts will be carried out in accordance with the resident company guidelines of the ACPA and ticketing agent CenterTix.

If Anchorage Concert Chorus cancels a non-ACPA event, attendees may receive a full or partial refund.

Should circumstances arise that result in the postponement of an event, Anchorage Concert Chorus has the right to either issue a full refund or transfer registration to the same event at the new, future date.

**Registration Cancellation by Participant**

Unless specifically stated on registration materials, the deadline to receive a refund for your registration is 30 business days before the event. Please read all individual event information thoroughly.

Registration cancellations received prior to the deadline may be eligible to receive a refund less a $75 service fee.

Cancellations received after the stated deadline will not be eligible for a refund.

Refunds will not be available for registrants who choose not to attend an event.

Cancellations will be accepted in writing only and must be received by the stated cancellation deadline.

All refund requests must be made by the attendee or credit card holder.

Refund requests must include the name of the attendee and/or transaction number.

Refunds will be credited back to the original credit card used for payment.

These above policies apply to all Anchorage Concert Chorus events unless otherwise noted in the corresponding event materials. Please read all individual event information thoroughly. Anchorage Concert Chorus is not responsible or liable for the return and refund policies of our event venues, specifically the ACPA and ticketing agent CenterTix.

**Anchorage Concert Chorus Goods and Product Refund/Return Policy**

All returns of goods and materials purchased directly from the Anchorage Concert Chorus require prior authorization. Shipping and handling charges are non-refundable; Returns must be authorized by the Anchorage Concert Chorus within 30 days of the invoice date. Within thirty (30) days of purchase, we will replace, substitute or repair, at our sole discretion, any Anchorage Concert Chorus product that is deemed defective.

Products provided/sold by Anchorage Concert Chorus partners and affinity programs are subject to the return policy of the partner.

Products which are software or downloadable from any Anchorage Concert Chorus website or provided media (CD ROM, Memory Drives, etc) are non-refundable.

Products which have been personalized for the buyer are non-refundable.