

Pembroke May Ball 2020 Refund Policy Statement

The Pembroke May Ball Committee is aware of ongoing uncertainties surrounding the impact of the COVID-19 pandemic on May Week. Whilst we hope to carry on with our May Ball as planned, we are releasing this statement outlining what guests can expect in the event of a forced cancellation.

Our stance on cancellation

Regarding cancellation, our ongoing policy is that whilst we hope to hold the Ball, we are aware that this may not be possible as a result of Government and/or University-level decisions. Furthermore, we will cancel if we believe that hosting the Event would put the safety of our guests at risk.

We are working closely with other May Ball Committees to coordinate a response to the pandemic; we will be having regular meetings in the coming weeks and months. At the moment, the May Ball Presidents Committee has unanimously decided to continue with planning our respective Balls and Events, whilst taking steps to mitigate the risks of cancellation.

Refunds

In the event of the Ball being cancelled, the Committee will first settle its contractual obligations and then use all remaining funds to provide guests with as close to a full refund as possible. The Committee will aim to provide a refund within three months of cancellation. Please bear in mind that these refunds will be processed by one individual and there are well over 1,000 tickets sold that will need to be processed individually. It will also take a significant period of time to settle contracts and calculate the maximal refund level.

Before 1st June, the Committee expects to offer a minimum refund of 82% of the ticket price. Subject to contractual obligations, the Committee will aim for this refund figure to be at least 92% of the ticket price.

Whilst an initial round of payments to contractors has already been made, the remaining payment schedule is such that there would be very little difference in the total refund amount we would be able to offer guests should the Ball be cancelled tomorrow versus the beginning of June. Therefore we have decided to delay our decision as to whether to cancel the Ball, until we receive further instruction from governing bodies.

Whilst this refund policy is similar to many other May Ball Committees, you may be aware that some are able to offer a full 100% refund. These Committees are receiving financial support from their College. Unfortunately this does not apply to all colleges, and as such we are unable to offer a full refund. If you have any grievances with this or are facing any financial difficulties as a result of this decision, we kindly ask you to contact your Tutor.

Mitigation

In order to maximise the refund amount the Committee have started, and will continue, to take mitigating actions to minimise pre-Ball expenditure. For example, this means delaying payment dates as much as possible for contracts where terms have been agreed, and altering any new contracts to ensure deposit payment dates are delayed until June, or else fully refundable.

If the Ball does go ahead as planned, we will review and circulate a plan of action for how to minimise risks associated with COVID-19, following the guidance of health officials.

Cancellation Policy

The Committee does wish to highlight its policy, as per our Terms & Conditions, that tickets are not cancellable. Guests may complete a name change if they no longer wish to attend the Ball.

Next Year

If Pembroke May Ball is to be cancelled this year, we are currently planning to postpone the Ball for one year. In this eventuality, the Committee will offer all current ticket holders the right to buy a ticket for the postponed Ball. If this occurs, our GDPR policy will be amended to extend our data retention for a year in order to facilitate this right to buy. If any guests object to this, they may contact us to withdraw from this extended policy.

Contact

We would finally ask that during this stressful period, guests refrain from excessive online communication with the Committee. Please bear in mind that our response time may be significantly delayed during this period, and we know no more than any of you regarding the pandemic. We will work to ensure that any new information is relayed to all guests as and when it becomes available to us.