



info@kenilworthfoodfest.org.au

Refund Policy

Kenilworth Food Fest (KFF)

We ask that you please ensure you register correctly for the KFF and choose the add on's relevant to your requirements (powered sites). If you have any questions please do not hesitate to contact us info@kenilworthfoodfest.org.au with your contact details and we will contact you as soon as possible.

Refunds are not payable if you simply change your mind, however if your circumstances change please contact KFF immediately via email to amend your application or associated requirements.

Application Cancellation Policy

Should your circumstances change and you are unable to attend KFF, you must contact KFF no later than 30 days prior to the commencement of the KFF. A cancellation fee of 50% will apply to cover costs incurred. Should you cancel less than 30 days prior to the commencement of the Event, no refund will be payable unless approved by the festival committee.

Time period	Cancellation fee applicable
From when KFF receive a registration until 30 days from festival start date	50% cancellation fee
29 days from festival start date and onwards	Full registration fee for the registration type booked

Refund Processing

KFF will refund any fees paid to KFF as a result of amending your registration and/or associated requirements, after taking into consideration the relevant cancellation policy, within 7 business days of receiving a refund request.

Refunds will only be processed to the credit card or bank account of the individual, organisation from which the payment was received.

Event Cancellation or Postponement

Should an Event be cancelled or postponed due to unforeseen circumstances, KFF will endeavour to process a full refund within 60 days of such circumstances becoming known.

If you have any concerns or require clarification, please do not hesitate to contact us.

E: info@kenilworthfoodfest.org.au