

## **MSC "Bach to the Future" Policies:**

### **Waiting List:**

- ♪ We anticipate all three shows selling out quickly. In the event your request for reservations cannot be accommodated, MSC will maintain a waiting list which will be filled from any cancellations. We will notify you if seats become available.

### **Cancellation / Refund Policies:**

- ♪ Refunds at teacher / school request: In the event that your students are unable to attend the concert, MSC will gladly refund your admission to the extent that we can re-sell your paid seats, less a 10% refund processing fee. For example, if you have paid for 20 seats (\$100), and we resell 18 seats, we would refund \$81 calculated as follows:

18 seats resold: (18 x \$5) =	\$90
Less: 10% Refund Processing Fee:	<u>\$ -9</u>
Actual Refund:	\$81

Teacher / school requested refund requests will be honored until February 1, 2010. After February 1, 2010, no refunds, except those due to an Unforeseen Closure as explained below.

All refund requests must be made in writing.

- ♪ Unforeseen Closure: An unforeseen closure is defined as a publically announced closure of all Mobile County Public Schools on the date of the concert; or any closure that results in the concert facility being unavailable or unsuitable for use on the date of the concert. This would include weather related closures.

In the event of an unforeseen closure MSC reserves the right to:

- Reschedule the concert prior to the last day of classes for students (based on the MCPSS calendar in effect at the time of the closure). If you are unable to attend on the new date, you will receive a refund for all paid seats, less the 10% refund processing fee.  
**-- OR --**
- Reschedule the concert at a different location (on the same or a different date). If you are unable to attend at the new venue, you will receive a refund for all paid seats, less the 10% refund processing fee.  
**-- OR --**
- Cancel the concert. If MSC chooses to cancel the concert in its entirety, you will receive a 100% refund. No refund processing fee will be applied.