



## Refund Policy

Manollasini Inc. (“Manollasini,” “we,” “our,” or “us”) is a nonprofit cultural collective dedicated to promoting music, dance, and community arts programs. We value our participants, patrons, and supporters, and we strive to maintain transparency and fairness in all financial transactions. This Refund Policy applies to all payments made to Manollasini unless otherwise stated in a specific program or campaign.

### 1. Event Tickets (All Ticketed Cultural Events)

Refunds for event tickets will be considered under the following conditions:

#### Refund by Attendee

- **Full Refund** if cancellation is requested **15 days or more** prior to the event date.
- **No Refund** for cancellations made **within 14 days** of the event date or for no-shows.

#### Refund by Organizer

- If Manollasini cancels or postpones an event, a **full refund** will be issued, or attendees may choose to apply it as a **credit toward a future event**.

## 2. Participation Fees

Participation or registration fees support program planning, stage setup, rehearsal coordination, and venue logistics.

- **Full Refund** if canceled **15 days or more** before the program or event date.
- **No Refund** for cancellations made **within 14 days** of the scheduled date, as event costs and planning commitments are already allocated.

## 3. Sponsorships

Sponsorship payments (e.g., program sponsorship tiers, cultural support tiers) are used immediately for planning and cultural development.

- **Sponsorships are non-refundable.**
- If a payment was made **in error** (duplicate or incorrect amount), please contact us within **7 days** to request correction.

## 4. Refund Processing Method

Approved refunds will be processed to the **original method of payment** within **10–14 business days**, subject to bank or payment-processor timelines.

Payment gateway transaction fees (e.g., Stripe/Zeffy fees) may not be refundable.

## 5. How to Request a Refund

To request a refund, please email us with the following information:

- Full name
- Email associated with the payment
- Payment receipt or transaction ID

- Event/program name (if applicable)
- Reason for the request
- Contact phone number

Email: **info@manollasini.org**

## **6. Questions, Concerns, or Disputes**

We are committed to addressing concerns promptly and fairly. Please contact us directly with any questions regarding this policy.

## **7. Updates to This Policy**

This Refund Policy may be updated periodically to reflect operational needs, legal requirements, or platform changes. The latest version will always be posted online.

## **Contact Us**

If you have any questions, concerns, or requests related to this Refund Policy or your personal data, please contact:

### **Manollasini, Inc.**

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Website: [www.manollasini.org](http://www.manollasini.org)

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