

What is the cancellation policy if I need to cancel a booking?

Should you be booking an administrative type of booking, a student study space, or a student group type of booking, you are asked to use the 'Book Now' link and follow the prompts of using the "[Request a revision to a current booking](#)" option.

If you are booking as an invitee or external (See below for definitions) then there is a cancellation policy that will affect refunds of your fees. Please contact the CBO by email cbo.okanagan@ubc.ca to advise of the cancellation. The cancellation policy for fees is as follows:

Cancellation fees are:

- a) if the cancellation notice is received by UBC more than 30 calendar days prior to the first day of the Booking, UBC will not charge a cancellation fee.
- b) if the cancellation notice is received by UBC between seven to thirty (7 – 30) calendar days prior to the first date of the Booking, the Renter agrees to pay UBC 50% of the rental charges in respect of the cancelled Booking or portion thereof; and
- c) if the cancellation notice is received by UBC less than seven (7) calendar days prior to the first date of the Booking, the Renter agrees to pay 100% of the rental charges in respect of the cancelled Booking or portion thereof.
- d) UBC reserves the right to cancel with little to no notice in situations of "Act of God" or in compliance with Federal, provincial health guidelines, or University guidelines.

UBC may cancel the Booking upon written notice to the Renter at least seven (7) calendar days prior to the first booking date. UBC will use reasonable efforts to identify an alternative Rental Venue that is acceptable to the Renter.