

**JAS Café Ticket Cancellation and Refund Policy for**  
**JAS Board of Directors and National Council members**

With the opening of the new Paul JAS Center, we will be implementing a revised ticket refund and cancellation policy, similar to other standard venues like the Wheeler Opera House, Belly Up or Red Rocks. We kindly encourage you to make reservations only to the shows you are confident you will be able to attend. We do understand that life happens and unexpected situations arise; therefore, as friends of JAS, exceptions may be considered on a case-by-case basis.

All paid ticket holders will receive a confirmation email on Monday prior to the weekend performances showcased that week. We kindly ask that you please confirm your attendance or call the office to release your tickets if you are unable to attend. This helps us get as many people into the shows as possible.

**JAS Cafe Ticket No-Refund Policy**

**All Sales Are Final**

All ticket purchases are non-refundable. Once a ticket is purchased, it cannot be refunded. If you use your Board of Director or National Council ticket allotment and are unable to attend or give your tickets away, those tickets will still be deducted from your yearly allotment.

**Tickets are Transferable**

Tickets may be transferred if you are unable to attend. To transfer your tickets, simply forward your tickets via email to your guests. Your table will still be reserved for your guests.

**Ticket Exchanges**

Tickets can be exchanged for another event, based on availability, if done and confirmed by JAS 14 days prior to the original show date that you are trying to exchange tickets for.

**Ticket Donations**

Paid tickets to any JAS event can be donated back to JAS as a tax-deductible contribution if you are unable to use your purchased tickets.

**Reserved/Held Tickets**

Tickets that have been reserved/held but are not paid for within 48hrs of the event will be released back into the event's inventory. Please be sure your order has been finalized with payment.

## **Event Changes**

If minor changes occur (e.g., lineup adjustments, support artist changes, time shifts), tickets remain non-refundable.

## **Event Cancellation or Postponement**

- If the show is canceled by the organizer, customers will receive instructions regarding rescheduled dates or refunds of the ticket value. The donation portion of tickets, if applicable, will not be refunded.
- If the show is postponed, tickets will automatically be valid for the new date.

## **Force Majeure**

No refunds will be provided for events impacted by circumstances beyond the organizer's control (e.g., extreme weather, natural disasters, government restrictions).

## **Acceptance of Policy**

By purchasing a ticket, the customer acknowledges and agrees to this No-Refund Policy.