

## Oaxaca Lending Library (OLL)

### Refund and Cancellation Policy

#### for All Events & Programming

Date last revised: August 6, 2018

This policy applies for events booked online and via the circulation desk.

- Cancellations made **7** days before a day event will be refunded in full.
- Cancellations made **10** days before a multi-day/overnight/weekend event will be refunded in full.
- You may request your refund or cancellation at the circulation desk or by online by requesting a cancellation via email at: [store.oaxlibrary@gmail.com](mailto:store.oaxlibrary@gmail.com) or using the online form.
  - Events booked through PayPal will be processed through the online system and may take up to 7 business days to process.
  - Circulation desk bookings will be refunded in cash, in pesos.
- You can cancel an online booking at the circulation desk by providing your email address to the staff, along with your order details.
- Please also ensure to cancel any free event you have booked to allow for space for other interested community members.
- We encourage you to cancel your booking at all times, even if you are later than the 7 day refund period, to allow for others in the community to attend the event.

*Thank you!*