



RMBS Ticket Policy

Purchasing Tickets

- Ticketed events are an exclusive benefit for RMBS members, unless otherwise approved by the Board. Tickets may only be purchased by current members in good standing.
 - o **Non-Member Ticket Exception:** If a ticketed event is not sold out within 48 hours of its scheduled start time, any board member may, at their discretion, offer any remaining tickets to non-members. This exception is intended to allow for potential new member engagement, such as individuals with a specific interest in a workshop topic who may not yet be ready for full RMBS membership. It is not intended to accommodate former members whose memberships are no longer active.
- Members who purchase multiple tickets must provide the names and information of all additional ticketholders. Any additional ticketholder must either hold their own individual membership or be part of a family membership.
- RMBS reserves the right to verify membership status at any time.

Transferring Tickets

- Tickets are transferable. If you are unable to attend an event, RMBS will do its best to help connect you with someone to purchase your ticket, but we cannot make any guarantees. Please contact info@rmbonsai.org if you need assistance.

Refunding Tickets

Tickets are refundable only under the following conditions:

- If RMBS cancels or reschedules an event, a full (100%) refund will be issued.
- Any refunds requested 7+ days prior to the event will be refunded minus the payment processing fees.
- No refunds will be issued for requests made fewer than 7 days prior to the event. However, the ticket may still be transferred to someone else, or if RMBS is able to re-sell it then the ticket will be refunded minus the payment processing fees.
- All refunds must be approved by the Treasurer.

Non-member Tickets

Tickets held in the name of an individual who is not a member — and who does not resolve their membership status in a timely manner once notified — will be voided and re-released to current members. These tickets are non-refundable.

Reference:

 RMBS Financial Transaction Policy.10.06.2024.pdf

Approved 10/25/2025

Please note that information in this policy is the most current instruction and guidance. This policy supersedes any previous related policy and is expected to be accurately followed by all RMBS members.