

Monterey Swing Fest Refund Policy

This document outlines the refund/rollover policy when purchasing event passes, contest registration, and Benji Bootcamp, for attendance to Monterey Swing Fest. The purchasing of an intensive offered by Monterey Swing Fest is not covered under insurance. Intensives are not available for refunds or rollovers.

-This year Monterey Swing Fest will be offering attendees the chance to purchase insurance to acquire a full refund on their purchases for the event. What does the insurance cover and how to obtain it:

Insurance will be offered to purchase with three options:

Option 1: Insurance on one of the following: weekend pass, all contest registration, or Benji Bootcamp. For the cost of \$20, you may purchase insurance on ONE of the options listed: your weekend pass, all of your contest registration, OR Benji Bootcamp. If for any reason you may not or cannot attend Monterey Swing Fest, the insurance on the option selected at checkout allows you to obtain a full refund on your weekend pass, all of your contest registration, OR Benji Bootcamp (minus the cost of the insurance) until the start of the event (January 16th at 6:00pm PST). After requested and verified that insurance was purchased, your refund will be issued and back into your account within 5-7 days.

OR

Option 2: Insurance on your weekend pass and all of your contest registration. For the cost of \$25, you may purchase insurance on the cost of your weekend pass and all of your contest registration. If for any reason you may not or cannot attend Monterey Swing Fest, the insurance on the ticket and all of your contest registration allows you to obtain a full refund on your weekend pass and contest registration (minus the cost of the insurance) until the start of the event (January 16th at 6:00pm PST). After requested and verified that insurance was purchased, your refund will be issued and back into your account within 5-7 days.

OR

Option 3: Insurance on your weekend pass, all of your contest registration, and Benji Bootcamp. For the cost of \$35, you may purchase insurance on the cost of your weekend pass, all of your contest registration, and entrance to the Benji Bootcamp. If for any reason you may not or cannot attend Monterey Swing Fest, the insurance on the ticket and the contest registration allows you to obtain a full refund on your weekend pass, all of your contest registration, and pass for the Benji Bootcamp (minus the cost of the insurance) until the start of the event (January 16th at 6:00pm PST). After requested and verified that insurance was purchased, your refund will be issued and back into your account within 5-7 days.

-If you elect not to purchase the insurance in any of the options listed above, then refunds will not be issued to attendees. Instead, the option to rollover your weekend pass or Benji Bootcamp will be offered. Contests will not be rolled over to the next year.

Rollover Policy:

-If insurance on purchases for the weekend are not acquired and in the event an attendee cannot attend the event for whatever reason, Monterey Swing Fest will rollover their weekend pass or ticket for the Benji Bootcamp to the next year. Rollover passes are non transferable and must be used the following year after rolling it over (for instance: if a pass is rolled over from 2024 event it must be used in 2025 by the person who originally purchased the ticket.) Contest registration will not be rolled over.

How to do that:

-As soon as you know you cannot attend Monterey Swing Fest, email [**info@montereyswing.com**](mailto:info@montereyswing.com) and let the event know. Rollover passes will only be extended if the attendee contacts the event **prior** to the start of the event (January 16th at 6:00pm PST). If contacted after the start of the event, a rollover will not be issued on the weekend pass or Benji Bootcamp.

-Please do not reach out to the event directors via Facebook or text messages as they will not be able to respond. We will only be extending rollover passes when they are sent to **info@montereyswing.com** and prior to the start of the event (January 16th at 6pm PST).