

ONE Event Ticketing Terms & Conditions



REFUND POLICY

Cancellations are subject to a 7 day “cooling period” where 100% Refund is available, this applies only to tickets purchased before 31st July 2019. After 7 Days the following structure will apply to cancellations:

Before 1st July 2019

25% Cancellation Fee applies

Between 1st-31st July 2019

50% Cancellation Fee applies

After 31st July 2019

No Refunds

All cancellations must be in writing either by email or post and include full details of booking. Part-Payment Scheme cancellations subject to the separate conditions. Refunds may take up to 30 days to process. Cancellations due to ill health or various “Acts of God” may be eligible for a full refund or reduced fees. Please state the circumstances along with the request for cancellation. These will be handled on a case-by-case basis and ONE Event reserves the right to subject all cancellations to the fees stated above. Suitable proof of circumstances will be required in these instances.

Substitutions must be made like for like (i.e. adult for adult place) this must also be received in writing via email or post by the booking contact before 31st July. Substitutions may incur a £5 admin fee per ticket.