

Threlkeld Activities Association (TAA) Event Payment Policy including Refunds

Buying Tickets

1. Tickets for TAA ticketed events can usually be purchased in person at the village Post Office, the village hall coffee shop.
2. Tickets can be bought on-line on the village hall website using a debit or credit card or by Paypal. Purchases made using a debit or credit card are also via the Paypal secure payment system. It is not necessary to have a Paypal account to make a purchase using a debit or credit card.
3. Charges made by Paypal for the purchase of tickets on-line are borne by the TAA.
4. Customers unable to buy on-line or in person may telephone the box office phone number (07733 790308) to enquire about other methods of payment or the possibility of reserving a ticket.

Policy of Refunds

1. There will be no refunds once a ticket is purchased unless the TAA is able to re-sell it AND it is returned more than 48 hours before the event.
2. Returned tickets will only be re-sold after all other available tickets are sold.
3. Due to charges made by Paypal for both purchases and refunds, any refund for tickets purchased on-line will be subject to a deduction of £1 per ticket.
4. For tickets purchased in person at the PO or Village Hall, the physical ticket must be returned to the village hall (in an envelope addressed to Threlkeld Activities Association (TAA), Threlkeld Village Hall, Threlkeld, Keswick, CA12 4RX and including the customer's name and address) at least 48 hours prior to the event AND the customer must notify the TAA by phone on 07733 790308 that they have returned tickets. Any refund will be made by cheque and subject to a deduction of £1 per ticket.
5. In the event that Threlkeld Activities Association cancels an event, a full refund (without any deduction) will be made.