

03 March 2022

Threlkeld Activities Association (TAA) Event Payment Policy including Refund Policy

Buying Tickets

1. Tickets for TAA ticketed events can usually be purchased in person at the village Post Office or 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 to enquire about other methods of payment or the possibility of reserving a ticket.
5. Unaccompanied children (under 18) or vulnerable adults may not be admitted at the discretion of the Box Office TAA volunteers.

Policy for 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.

For Tickets purchased in person at the Coffee Shop or the PO:

3. 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 the Box Office phone or by email on threlkeld-events@btconnect.com that they have returned tickets. Any refund will be made by cheque or cash (if local) and subject to a deduction of £1 per ticket.

For Tickets purchased on-line:

3. To return a ticket that has been purchased on-line, please email threlkeld-events@btconnect.com as soon as possible. If we are notified more than 48 hours ahead AND we are able to re-sell it (as per items 1. and 2. above) you will be refunded via Paypal. 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. In the event that Threlkeld Activities Association cancels an event, a full refund (without any deduction) will be made.

Additional Coronavirus Conditions (Mar22)

The following additional conditions apply and where in conflict with the above clauses, these take precedence:

1. We will comply with all government guidance in force at the time of the event.
2. We may impose a one-way system for entry and for bar service
3. Windows and doors may be open to increase ventilation so it may be cool in the hall.
4. You **must** be fully vaccinated (unless you have a medical exemption or are underage for the vaccination programme). You may be asked to provide evidence.
5. As a courtesy to others, please wear a mask (unless you have a medical exemption).
6. A full refund (no cancellation charge) will apply if: (a) we cancel due to national or regional coronavirus restrictions; (b) the performers testing positive or isolating; (c) we have insufficient volunteers to run the event due to testing positive or isolating; (d) you have tested positive or have to self-isolate.
7. Audience size may be restricted. In the event that the audience size is reduced after the sale of tickets that exceed the new maximum audience size, then the tickets sold latest may be withdrawn and you will be notified by email and refunded in full.

Concerns or Complaints

Any concerns or complaints about any TAA event should be reported by email to Threlkeld-events@btconnect.com