

Winchester Poetry Festival

Ticket Sales & Refund Policy 2023

We are all looking forward to welcoming you to this year's festival, which is being held online and at The ARC, Winchester

The Festival Organisers felt it would be helpful to go through a selection of factors that may affect ticketholders, including refunds and explain the outcomes.

Winchester Poetry Festival uses Eventbrite online Box Office as its main ticketing service. For live events Tickets will also be available from the WPF Welcome Desk on the day of the event.

Refunds

Refunds can only be handled by the originating Box Office, e.g. if a ticket was purchased online via Eventbrite you must request a refund via Eventbrite according to their timeframe.

If you are unable to attend an event you have booked we suggest you transfer the ticket/s to someone else who may be interested in attending.

No refunds will be given for online events which have already had the event link sent out to bookers.

If an event is rescheduled, the original tickets will remain valid for the rescheduled date.

Where an event is cancelled, all ticketholders will be refunded automatically. Booking fees cannot be refunded in this instance.

Ticketing Policy including rescheduled and cancelled events.

CUSTOMERS WHO HAVE TICKETS BUT ARE UNABLE TO ATTEND THE EVENT

- Tickets cannot be exchanged nor money refunded if you are unable to attend the scheduled performance.

LOST TICKETS

- If you have lost your ticket, you will still be able to enter your event - just state your name upon entry.

CUSTOMERS WHO ARRIVE AS THE EVENT IS STARTING / AFTER THE EVENT HAS STARTED

- Any tickets holders who arrive at the start time or after the event has started will not be admitted into the venue, until a suitable gap in the performance.

Thank you for your support and understanding.

If anything is unclear please email hello@winchesterpoetryfestival.org

Winchester Poetry Festival (WPF) reserves the right to alter the programme or substitute writers without prior notice if circumstances dictate.

What happens if a speaker is unable to attend?

A festival is a live event and very occasionally a poet/speaker has to cancel.

In these situations we hope you will understand.

We shall do the following:

- Notices will be placed on the 'News' and 'Box Office' pages of our website.
- All ticketholders for that event will be notified via Eventbrite
- Notice will be published on our social media platforms.
- During the festival posters will be put up around the site to inform visitors.
- We shall try to arrange another event/speaker to fill the empty slot.

ADDITIONALLY:

The management reserve the right to refuse admission.

Audio recorders, cameras and mobile phones may not be used in the venues.

Any person attending a WPF event consents to the recording and filming of themselves as members of the audience in such instances whereby recording and filming occurs. There will be signs stating that photography/filming will take place, and the ability to opt out of this.

Where reasonably necessary, the organiser of the Event and/or the Venue reserves the right to make alterations to the published Event programme.

Where an event has 2 or more speakers it may proceed as advertised with either fewer speakers or a substitute speaker.