



Patron: George Coventry
(13th Earl of Coventry)

THE FRIENDS OF CROOME

TICKET REFUND POLICY

General

Tickets purchased for an event organised by The Friends of Croome are generally non-refundable. Any refunds are at the discretion of The Friends of Croome Events Committee.

Cancellations and Rescheduling

- **Event Cancelled** : If the entire event is cancelled by The Friends of Croome, a full refund of the ticket will be issued.
- **Event Rescheduled** : If the entire event is rescheduled by The Friends of Croome your ticket will be valid for the new date. If you cannot attend on this new date you may request a refund within 14 days.

Customer initiated refunds

- Any exceptional refund requests may be submitted in writing to friendsofcroome@gmail.com
- A cancellation fee may apply.

Exceptions

Refunds will not be issued for:

- Non-attendance due to personal reasons
- Tickets booked in error
- Extreme weather, acts of God beyond the organiser's control

Annual Holiday

- Deposit for the annual holiday is non-refundable
- Members are asked to have full holiday insurance as, once paid in full, the remainder of the cost of the holiday is also non-refundable. If there are **exceptional circumstances** any partial refund is at the discretion of the Events Committee less costs.

Process

- Approved refunds will be processed back to the original method of payment where possible within 14 days of request.