



**Civic Centre Uckfield**

## **Civic Centre Uckfield – Refund Policy**

- a. Tickets cannot be refunded after purchase, except if the Event has been cancelled, abandoned or rescheduled, or if there has been a material change to the Event. A material change is a change, in our reasonable opinion, that would make the Event materially different to the Event that the purchasers of the Ticket could reasonably expect and would include a change to the advertised headline act (in the case of a comedy or music act) or the staging of a different production (in the case of a theatrical show). A cast change, the use of understudies, a change to a support act, or an alteration to the running time does not constitute a material change. All refund requests should be sent to [admin@uckfieldtc.gov.uk](mailto:admin@uckfieldtc.gov.uk) and will be responded to with a first response within five (5) working days.
- b. The Civic Centre Uckfield will also consider refund requests in the event of ill health. These requests will be handled on a case-by-case basis and, as there is no UK law protecting consumers' rights in the event of falling ill, any successful requests will be granted in goodwill.
- c. In the event of an Event cancellation, our liability is limited to a full refund of the tickets purchased. It is possible to pass tickets onto another person, but the original name will remain on our system. Queries relating to tickets should be sent to [will@uckfieldtc.gov.uk](mailto:will@uckfieldtc.gov.uk) or [admin@uckfieldtc.gov.uk](mailto:admin@uckfieldtc.gov.uk)
- d. If the Event is rescheduled, the Civic Centre Uckfield will offer ticket holders the option of retaining their ticket for a new date or applying for a refund. If the new date is not acceptable, the full ticket value will be refunded to the original payment method, excluding any order fees.