



## Event Cancellation & Refund Policy

### 1. Cancellation by the Organiser

- If the organiser cancels the event due to unforeseen circumstances (e.g., safety concerns or reasons beyond our control), a full refund of the ticket price will be issued to the original payment method.
- The organiser is not responsible for additional costs incurred by attendees, such as booking fees, travel, or accommodation expenses.

### 2. Cancellation by the Attendee

#### Notice Period & Refund Terms

- Attendees must notify us in writing at least **14 calendar days** before the event to qualify for a refund.
- **Cancellations made 14 or more days before the event** will receive a **full refund**.
- **No refunds** will be issued for cancellations made **less than 14 days before the event**.

### 3. Ticket Transfers

- Tickets may be transferred to another individual if the original ticket holder is unable to attend.
- Requests for ticket transfers must be made in writing and confirmed by the organiser at least **48 hours before the event**.

### 4. Refund Process

- Refund requests must be submitted in writing via email.
- Please allow up to **14 working days** for refunds to be processed.
- Refunds will only be issued to the original payment method.

### 5. Non-Refundable Items

- Certain additional purchases, such as **merchandise, meal packages, or VIP upgrades**, are non-refundable unless the event is cancelled by the organiser.

### 6. Event Postponement

- If the event is postponed, **all tickets will remain valid** for the rescheduled date.
- Attendees unable to attend the new date must notify us in writing within **14 days of the new date being announced** to request a refund.



## 7. Force Majeure

- No refunds or compensation will be provided for cancellations or delays due to **force majeure events**, including but not limited to:
  - Acts of God
  - Pandemics
  - Government restrictions

## 8. Consumer Rights

- This policy does not affect your statutory rights under **UK consumer law**, including those under the **Consumer Rights Act 2015**.

## 9. Resale & Third-Party Sales

- Resale and third-party ticket sales may be subject to additional conditions set by the original ticketing provider.

## 10. Accessible Ticketing Policy

- If accessibility tickets or companion tickets are offered, the same cancellation policy will apply.

## 11. No-Show Policy

- No refunds will be issued for no-shows.
- Exceptions, if any, will only be considered in **extreme circumstances with written proof**.

## 12. Refunds for Multiple Ticket Holders

- Refunds for transferred tickets can be processed by **FIXR staff** but require authorisation from both the **original ticket buyer** and the **person who accepted the transfer**.

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**By purchasing a ticket, you acknowledge and agree to abide by this Event Cancellation & Refund Policy.**