



# PORINGLAND PARISH COUNCIL

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## Ticket and Refund Policy

### Background

Poringland Parish Council hosts a number of events in the Community Centre, including cabaret evenings, quiz and race nights, and party events. These events require people to purchase tickets in advance, as the viability of the event is assessed on ticket sales. This Policy has been put in place to ensure that ticket sales are guaranteed at the time of deciding the viability of an event, and to ensure a level playing field for everyone. The approach has been taken to reflect that of other similar ticketed events such as concerts and theatres.

### Application

This Policy will apply to all events which require tickets to be booked in advance. It will not apply to events such as the indoor car boot sales, or the Craft Fair, where people are purchasing table space. For avoidance of doubt, a ticketed event is classified as one where costs have been incurred to book an artist, and where individuals purchase their place to ensure their attendance.

### Sales

Tickets will be offered for general sale, and will not be offered in advance to any group. A mailing list (compliant with all Data Protection rules) may be held and members of that list notified when tickets are released for general sale.

Tickets may be reserved for a maximum of two weeks to allow guests to collect money from their party members. Unclaimed reservations may be cancelled without prior notice.

A waiting list will be kept in the event of sales and reservations reaching the maximum capacity limit of the event.

Any reserved tickets not paid for within the two week expiry period will be released for general sale. In the event of a waiting list being operated, the reserved tickets will be offered to the waiting list on the basis of the 'Sales' part of this policy. If the guest not paying for their reserved tickets wishes to re-reserve their tickets, they will be placed at the end of any waiting list.

### Refunds and Resales

Guests may resell their tickets privately, and should notify the Community Centre Manager of this. Failure to notify the Manager of the resale will result in refund rights being waived.

If a waiting list is being operated, the Community Centre Manager can facilitate the resale of tickets between the original guest and the waiting list guest.

Guests may return their tickets for a refund, based on the criteria below. These have been set because decisions are made between 3 and 4 weeks ahead of an event as to whether it is viable.

More than 28 days before event:	80% refund given, 20% of ticket cost retain as administration fee
21 to 27 days before event:	50% refund given, 50% of ticket cost retain as cancellation fee

7 to 20 days before event: 25% refund given, 75% of ticket cost retain as cancellation fee  
0 to 6 days before event: No refunds.

In the event of an event being cancelled by the Community Centre, a full refund will be due. The Parish Council will not accept responsibility for ancillary costs incurred (eg travel, accommodation).

Policy Agreed: March 2018  
Next Review: March 2020