



# 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 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 predominantly applies to ticketed events, i.e. an event where costs have been incurred to book an artist or entertainment package, and where individuals purchase their place to ensure their attendance. A separate "Table Events" clause details the refund policy for events such as Indoor Car Boot Sales & Craft Fairs.

### 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 return their tickets for a refund, based on the criteria below. These have been set because decisions are made 6 – 8 weeks ahead of an event as to whether it is viable.

More than 8 weeks before event: Full refund minus £2.50 administration fee per ticket

Less than 8 weeks before event: No refund unless the event is sold out.

If no longer required, tickets must be returned to the point of sale along with payment details for resale. If the tickets are successfully resold, a full refund will be made. Guests are permitted to resell their tickets privately.

**Table Events**

Reservations for table events are taken on a first-come-first-served basis with payment due within two weeks. After this time reservations may be released back on general sale.

All bookings are non-amendable and non-refundable unless the event sells out. If the booking can be will be refunded or can be moved to an alternative date, subject to availability.

**Cancelled Events**

In the event of any event being cancelled by the Community Centre, a full refund will be given or a reservation moved to a different date if possible. The Parish Council will not accept responsibility for any ancillary costs incurred (eg travel, accommodation).

Policy Agreed: 27<sup>th</sup> May 2020

Next Review: May 2022