

**Hastings Book Festival: Refunds, cancellation, rescheduling of events**

Purchased Tickets cannot be refunded unless:

(a) an event is cancelled.

(b) an event is moved to another date and you decide not to retain your booking for the rescheduled event; or

(c) details of an event are significantly changed after an order is placed (significant changes being a change of headline act or venue).

Only the face value of the ticket will be refunded if (a), (b) or (c) occurs. Ticket booking fees are non-refundable.

If an event is cancelled, rescheduled, or the details are significantly changed, we will contact you as soon as possible by email using the details you have supplied when booking your ticket(s). If you do not receive this notification because you have not updated the email address that we hold in your account, we cannot be held liable.

If an event is cancelled, we will automatically refund the face value of your ticket: you don't need to notify us or claim your refund.

If we have been informed the event is to be rescheduled (as set out in (b) above), or the details significantly changed (as set out in (c) above), and we have informed you of the change, we will offer you the choice of retaining your booking for the rescheduled or changed event, or obtaining a refund of the face value of the ticket.

If you wish to receive a refund in these circumstances, you must notify us of your choice as soon as possible, and no later than 4pm on the working day before the event, or by 4pm on the Thursday before the event in the case of events taking place on a Saturday, Sunday or a Bank Holiday Monday.

If however we have only notified you in the 48 hours preceding the event, you must notify us as soon as possible, and no later than 4pm on the day of the event.

If we have only notified you on the day of the event, you must notify us as soon as possible, and no later than the opening time of the event.

If you don't notify us that you wish to obtain a refund, or you do not notify us within the times set out above, you will be deemed to have chosen to retain your Booking and you will not be entitled to a refund.