

Terms & Conditions of Ticket Sales

Our goal at South Woodham Ferrers Town Hall is to make the experience of purchasing tickets efficient and straightforward. This Purchase Policy has been adopted to ensure your understanding of the process to purchase tickets on ticketsource.co.uk/southwoodhamferrerstc or from the office in person during Town Hall opening hours Monday to Friday 9:30am to 4:00pm for ticket sales.

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1. WHO YOU ARE BUYING FROM

TicketSource provides the software system and transactional infrastructure by which South Woodham Ferrers Town Hall make their tickets available for purchase online by you, the Customer.

TicketSource merely facilitates the transaction between South Woodham Ferrers Town Hall and you, the customers. TicketSource do not set ticket prices or determine availability or location of seating (if this was an option only). Ticketsource simply handle the booking process and collection of payments on behalf of South Woodham Ferrers Town Hall when you purchase tickets online.

2. EVENT INFORMATION

All details of Events including, but not limited to, performance times, venue, ticket prices and seat availability are entered onto the TicketSource website by the Event Organiser. The accuracy of all such information is at all times the responsibility of the Event Organiser.

3. TICKET SALES PROCESS

You can search the TicketSource site by event name, location and/or date to navigate to the specific event in which you are interested. You may then specify:

- a) the venue section or price category in which they wish to buy seats;
- b) the quantity of seats they wish to buy;
- c) where relevant, the position of those seats.

The site will then display the payment due for the seats specified which will include any booking fees or delivery fees (if applicable). You will then be asked to select your preferred method of Payment and having entered and submitted credit or debit card details, the TicketSource system will charge the card issuer the appropriate amount. On completion of the transaction, the chosen seats will be registered in your name, and you will be sent confirmation of booking via email.

We recommend that when using the site you ensure that you are only using one browser window. Using multiple browser windows could result in you losing your ticket selection, duplicate charges or timer expiration. When making payment, you must not use the "back" button on your browser as this may cause you to lose your ticket selection or result in a duplicate booking.

4. CURRENCY

Payment for tickets sold through TicketSource are in British Pounds.

5. ORDER CONFIRMATION

Order confirmation will take the form of a summary web page at the end of the purchase sequence. This will be followed by a booking confirmation email dispatched to you. Both contain details of the seats purchased and a unique purchase reference number, which acts as your proof of payment and may be used by the Event Organiser as an Eticket.

If you do not receive a confirmation number (in the form of a confirmation page or email) after submitting payment information, it is your responsibility to confirm with our Customer Service Department whether or not the order has been completed, as only you may be aware of any problems that may occur during the purchase process. TicketSource will not be responsible for losses (monetary or otherwise) if you assume that an order was not placed because you failed to receive confirmation.

Any ticket-holder unable to present confirmation of purchase in the form of a printout of the email (or web page equivalent) and valid identification indicating they are the individual named on the confirmation may not be admitted to the event, and will not receive a refund.

6. DISPATCH OF TICKETS

Tickets can be issued in three different formats:

- Etickets (emailed to you immediately following the successful purchase of tickets and that you will need to print and present at the venue);
- Tickets by text (a unique booking reference and barcode will be sent to your mobile phone which must be presented at the venue);
- Traditional tickets (sent to you by post (time permitting) prior to the event). TicketSource will endeavour to dispatch your tickets within 72 hours of your booking. If your tickets have not arrived within 5 working days of the booking, please contact us.

Charges may apply to the dispatch of some tickets (mobile phone and standard post). Charges will be listed through the purchasing process. Ticket delivery fees are non-refundable.

7. EXCHANGES AND REFUNDS

Before placing a booking, carefully review your event and ticket selection. Once purchased tickets cannot be exchanged or refunded unless the Event is cancelled.

Booking fees whether originally presented as a separate item or included within the stated face value of the ticket are non-refundable unless an event is cancelled or significantly changes (please see point 8).

8. CANCELLED AND POSTPONED EVENTS

Event Cancellation

If an Event is cancelled entirely by South Woodham Ferrers Town Hall, TicketSource will refund the purchase price of your tickets including your booking administration fee, (but excluding any delivery charge); whether that fee was originally presented as a separate item or was included within the stated face value of the ticket. A £1.00 handling fee (per transaction) will be deducted from the refund. Ticket delivery fees and Telephone Service fees are non-refundable. This process can take 30 - 60 days.

Event Postponed

If an Event is moved from its advertised venue and / or the date is changed, tickets already purchased may remain valid should you wish to attend the revised Event. If you can't / don't wish to attend this new date, the tickets will be refunded into credit to allow you to use them at any other South Woodham Ferrers Town Hall show.

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that is caused by events outside our reasonable control (Force Majeure Event).

A Force Majeure Event includes any act, event, omission or accident beyond our reasonable control and includes (as well as others) such things as: terrorist attack, fire, flood or natural disaster, epidemics, impossibility of the use of means of public or private transport, or public or private telecommunications networks or the threat of any of these things.

If a Force Majeure Event occurs, we may have to cancel a performance or abandon it part way through and our obligations to you are deemed to be suspended for the period that the Force Majeure Event continues. We will use our reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which our obligations may be performed despite the Force Majeure Event.

Significant Change to Event Line-up

Should the headline artist (concerts only) not appear or if the line up or content is substantially changed from that advertised at the time of purchase, then TicketSource will on request refund

the purchase price of your tickets including our booking administration fee, (but excluding any delivery charge); whether that fee was originally presented as a separate item or was included within the stated face value of the ticket. A £1.00 handling fee (per transaction) will be deducted from the refund. You must contact us as soon as possible and no later than the Monday at noon following the event's stated date.

Event Specific Refund and Exchange Terms and Conditions

South Woodham Ferrers Town Hall stipulate that cancellation due to weather, act of God or any other unavoidable eventuality will result in a refund.

South Woodham Ferrers Town Hall will under no circumstances be responsible for any remedy for inconvenience, consequential expenses incurred or any other loss or damages resulting from the cancellation of any Event.

Please note, it is your responsibility to check whether the Event is going ahead at the scheduled date, time and venue, and South Woodham Ferrers Town Hall cannot guarantee that they will inform you of any changes to the event date, time or venue.

9. UNLAWFUL RESALE OF TICKETS

The unlawful resale (or attempted unlawful resale) of a ticket is grounds for seizure or cancellation of that ticket without refund or other compensation unless we agree in advance. We try and run events for local residents, but that we do not exclude non-residents from purchasing or attending.

10. QUERIES AND COMPLAINTS

As TicketSource is the software provider, any disputes or complaints regarding an event or ticketing should be directed to South Woodham Ferrers Town Hall.

If you have a query or complaint regarding TicketSource, please send your comments by email to support@ticketsource.co.uk where they will try to resolve your query or instigate our complaints procedure on your behalf.

You can reach South Woodham Ferrers Town Council on 01245 321817 9:30am – 4pm Monday to Friday), or by emailing katkins@southwoodhamferrerstc.gov.uk If you would prefer to write to us, our address is:

South Woodham Ferrers Town Council, Champions Manor Hall, 94-104 Hullbridge Road, South Woodham Ferrers. Chelmsford. Essex CM3 5LJ