

## **Event Attendance and Refund Policy**

If you purchase an event ticket with Sunflowers Suicide Support, it is important to understand our attendance and refund policy before making your purchase.

### **Refund Policy**

Unfortunately, most event tickets are now non-refundable. This means that if you purchase a ticket to any of our events, it is likely that you will not be able to get a refund if you decide not to attend.

There are a few reasons why our event tickets are non-refundable. For one, it is difficult for us to resell tickets once they have been purchased.

Additionally, often we have overhead costs and expenses that need to be covered regardless of whether a person attends.

However, in some circumstances, we may allow you to receive a refund on your event ticket. If the event is cancelled or postponed, for example, you may be able to get a full refund or exchange your ticket for a new date. Additionally, in the case of a medical emergency or other unforeseen circumstances, a refund may be provided. We ask that this request is put in writing and sent to us at [info@sunflowerssuicidesupport.org.uk](mailto:info@sunflowerssuicidesupport.org.uk).

If you wish to gift your ticket or tickets to someone else, may we request that you inform us of this and provide the attendee's details using the email address mentioned above.

Sunflowers does not allow the reselling of purchased event tickets on any of our social media platforms. This includes tagging the charity in your personal social media posts or commenting on any of our events created on social media.

Should you require more information on event refunds please contact us

### **Attendance Terms**

To attend the event (subject to availability) you must pay the required fee per person (Ticket Price) in advance of the event day. The ticket price may vary.

Unless clearly stated otherwise, each ticket allows entry for one guest.

Events may be subject to age restrictions. All bookings are on the proviso that attendees meet age restriction, ID may be requested on booking.

Due to circumstances beyond our control, we reserve the right to cancel the event or change the venue/date/time. In this case, we will refund the full ticket price if required. However, we will not be liable for any other costs incurred by attendees.

All additional costs related to the event including, but not limited to, travel and accommodation are the responsibility of the attendees.

The organisers are not liable for any injury, damage or loss other than in respect of death or personal injury arising as a result of the organisers' negligence.

Attendees of the event agree to be filmed/photographed and for their images used in publicity for the event and future events by Sunflowers.

Sunflowers reserve the right to refuse admission and eject anyone as deemed necessary.

If you experience any problems during the course of the event, please contact the events manager or a member of staff as soon as possible so that the issue can be resolved prior to, or during the event.

By booking your ticket, you confirm acceptance of these terms and that your details can be used in accordance with the Sunflowers privacy policy, which is published on our website and you can update your contact preferences by calling 01453 826990, emailing [info@sunflowerssuicidesupport.org.uk](mailto:info@sunflowerssuicidesupport.org.uk).