**Event & Venue Refund Policy – Swansea Albert Hall**
This policy applies to all tickets, event bookings, private hires, and corporate reservations at **Swansea Albert Hall.** By making a booking, customers confirm they have read and accepted these terms.

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**1. Consumer Rights & Transparency (UK Law Alignment)**
Nothing in this policy affects your statutory rights under the **Consumer Rights Act 2015** or other applicable UK consumer protection legislation.
Refunds, cancellations, and charges are structured to reflect:

- The timing of cancellation
- Costs already incurred by the venue
- Lost opportunity to resell tickets or rebook the space

All terms are applied **fairly, consistently, and transparently**.

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**2. Standard Event Refund Timeframes (Customer Cancellations)**
**More than 7 days before the event**

- A **full refund** of the ticket or booking price will be issued.
- **Booking, transaction, and third-party processing fees are non-refundable**, as these are incurred at the time of booking.

**Between 7 days and 48 hours before the event**

- A **partial refund of up to 50%** of the ticket or booking value may be issued.
- Refunds in this window are issued **at the sole discretion of the venue or promoter**, reflecting costs already committed.
- Booking and transaction fees remain non-refundable.

**Within 48 hours of the event**

- **No refunds will be issued.**
- This includes non-attendance, late cancellations, or partial attendance.

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**3. Booking Fees & Transaction Charges**

- All booking, administration, and transaction fees are **non-refundable** unless required by law.
- Fees are charged by third-party payment processors and are not retained by the venue in full.

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**4. Transfers, Amendments & Resale**

- Tickets or bookings may be transferred to another attendee or, where possible, to an alternative event.
- Transfers are subject to availability and venue approval.
- The venue does not guarantee transfers or alternative dates.
- Requests must be submitted to **events@albert-hall.co.uk** in advance.

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**5. Event Changes or Cancellations by the Venue**
**Event cancelled by us**

- A **full refund** of the ticket or booking price will be issued.
- Fees will be refunded only where they have not already been incurred.

**Event rescheduled**

- Customers will be offered:

    - Transfer to the new date, or
    - A refund if unable to attend.
- Refunds remain subject to fee exclusions.

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**6. Third-Party Booking Platforms (DesignMyNight)**

- Refunds for bookings made via third-party platforms are governed by:
    - This venue policy, and
    - The promoter's published terms.
- Third-party platforms do not control refund decisions.
- Where funds have already been transferred to the venue or promoter, refunds will be issued **directly by the venue or promoter**, not the platform.
- Customers agree to the promoter's terms when purchasing tickets via third-party websites.

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**7. Private Hire & Corporate Bookings**

This section applies to **room hires, venue exclusives, corporate events, private parties, and large group bookings**, whether ticketed or non-ticketed.

**Deposits**

- A **non-refundable deposit** may be required to secure private hire or corporate bookings.
- Deposits cover administration, planning time, and holding the date.

**Cancellation by the Client**

| Cancellation Timing | Charges |
|---|---|
| More than 28 days before event | Deposit retained; remaining balance refunded |
| 14–28 days before event | Up to 50% of total booking value payable |
| Less than 14 days before event | Up to 100% of total booking value payable |

Charges reflect staffing, supplier commitments, and lost opportunity to rebook the space.

**Minimum Spends & Pre-Ordered Items**

- Minimum spends, catering, AV, and pre-ordered items are **non-refundable** once confirmed.
- Final numbers must be provided by the agreed deadline and will be charged accordingly.

**Cancellation by the Venue**

- If the venue cancels a private hire booking, all monies paid will be refunded in full.
- Liability is limited to the amount paid; no compensation is payable for indirect losses.

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**8. Force Majeure & Safety**

The venue will not be liable for failure to deliver an event due to circumstances beyond its reasonable control, including:

- Government restrictions or legal requirements
- Extreme weather
- Utility failure

- Safety or security concerns

In such cases, refunds or transfers will be considered **fairly and reasonably**, in line with consumer law.

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**9. No-Shows**

Failure to attend without prior cancellation is treated as a **no-show**.
No refunds or credits will be issued.

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**10. Refund Processing**

- Approved refunds are issued to the original payment method.
- Processing times may be up to **7 days**, particularly where third-party platforms are involved.
- Transaction and handling fees are refunded only where the service has not already been carried out.

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**11. How to Cancel or Request a Refund**

All cancellation requests must be submitted in writing to:
**events@albert-hall.co.uk**
Please include:

- Booking reference
- Event date
- Name on the booking