

## **The Entrance Leagues Club Ltd**

### **Refunds & Exchanges Policy**

#### **1. General Refunds**

- Refunds will only be provided in line with these Terms & Conditions and as required by law.

#### **2. Refund Window**

- Refunds are not available within 14 days of the event date, unless otherwise stated by the Venue or Promoter.

#### **3. Extraordinary Circumstances**

- Refunds are generally not offered, except in exceptional circumstances. Requests will be assessed on a case-by-case basis and must be submitted through the official ticketing service.

#### **4. Lost or Stolen Tickets**

- We do not replace lost, stolen, or destroyed tickets, nor do we exchange or substitute tickets once purchased, except in limited circumstances. A reasonable replacement fee may apply where authorised.

#### **5. Changes to Events**

- The Presenter reserves the right to change the advertised date, venue, entertainment, or activities without prior notice. Eligibility for a refund in such circumstances will be determined by the Presenter—please contact us directly for details.

#### **6. Rescheduled Events**

- If an event is rescheduled, your ticket will automatically be valid for the new date, time, and/or venue.

#### **7. Refund Processing**

- Where a refund is approved, the ticket price will be refunded minus a 1.5% fee to cover non-refundable merchant charges. If authorised by the Presenter, the Booking Fee and Handling Fee may also be refunded. Postage or delivery fees will only be refunded if tickets were not dispatched.

#### **8. Payment Method for Refunds**

- Refunds can only be processed back to the original credit card used for purchase (including temporary cards).

#### **9. Communication of Changes**

- Any cancellations, postponements, or rescheduled events will be announced on our official website. It is the ticket holder's responsibility to check for updates.