

The Entrance Leagues Club Ltd

Refunds and exchanges

1. The Presenter will only refund tickets in accordance with these terms and conditions and to the extent permitted by law.
2. We do not replace any lost, stolen or destroyed tickets or exchange or substitute tickets after purchase, except in limited circumstances. We reserve the right to charge you a reasonable fee for the replacement of tickets.
3. The Presenter reserves the right to alter the date, the venue and the entertainment and activities as advertised, without prior notice to you. Your entitlement to a refund in such circumstances is determined by the Presenter. Please contact Us for details in this instance in order to determine your eligibility for a refund.
4. If the date, time or venue of an event is rescheduled or changed, your ticket will remain valid for the rescheduled date, time and venue.
5. If We authorise a Refund, we will refund to you the Ticket Price minus 1.5% to cover non-refundable merchant fees. If the Presenter authorises Us to do so we will also refund the Booking Fee and Handling Fee. Any Postage Delivery fees charged for tickets that were not dispatched will also be refunded.
6. Any refund payable can only be made back to the credit card (whether temporary or otherwise) used in the original transaction.
7. We will post any relevant information regarding any cancelled or rescheduled events on our website when applicable. It is your responsibility to check our website for information in relation to any events.