Ticket Returns and Refunds Policy

Cancellations, rescheduled events, artist changes and customer returns.

Scope

This policy applies to tickets sold directly by Sedgefield Rock & Blues Club for events at Sedgefield Parish Hall. We do not sell tickets through a different seller. Nothing in this policy limits statutory consumer rights.

If the club cancels an event

If the club cancels an event and does not provide a replacement or rescheduled performance, the purchaser may request a refund of the ticket price paid. The club will explain the refund process and may ask for the original physical ticket to be returned or sufficient proof of purchase.

If an event is rescheduled or moved

A ticket will normally remain valid for the replacement date or venue. If the purchaser cannot reasonably attend the rearranged event, the purchaser should contact the club promptly to request a refund. The club will confirm the available options and any deadline for returning a physical ticket.

If the advertised headline artist changes

If the advertised headline artist cannot appear and the club arranges a replacement for the same date, ticket holders may keep the ticket for the replacement performance or request a refund of the ticket price paid. The club will publish the change on the website and Facebook page and will contact purchasers directly where usable contact details are available.

If a ticket holder can no longer attend

Tickets are normally non-refundable when the event proceeds as advertised and the purchaser changes their mind or becomes unable to attend. Contact the club as early as possible. If the event is sold out and another customer can use the ticket, the club may be able to assist at its discretion, but this is not guaranteed.

Lost, damaged or undelivered tickets

- If posted tickets have not arrived within a reasonable period, contact the club before the event.
- The club may ask for the purchaser's name, address, event details and PayPal transaction reference.
- Replacement or door-collection arrangements are subject to verification and availability.
- Do not post or share photographs of tickets or identifying ticket details online. Our tickets have a unique design.

How to request a return or refund

- Email club@sedgefieldblues.com, telephone 07957 104434 or message the club through its official Facebook page.
- State the event, purchaser's name, number of tickets (and ticket numbers) and reason for the request.
- Provide the PayPal transaction reference or other proof of purchase where available.
- Return the original physical ticket if the club asks for it. Do not send tickets until return instructions have been provided.
- Approved refunds will normally be returned using an appropriate method linked to the original payment where practicable.

What a refund normally covers

A refund normally covers the ticket price paid for the affected event. Separate travel, accommodation, food, childcare or other personal costs are NOT refunded unless required by law or expressly agreed. The treatment of postage or other charges will depend on the circumstances and applicable rights.

Timing

Refund requests relating to a cancellation, reschedule or headline change should be made as soon as reasonably possible and, where practicable, before the event takes place. Processing may not be immediate because the club is operated by volunteers. We can only act after being informed of an artist change and this can be anytime before the approved gig date.

Contact and complaints

The club will try to resolve ticket issues fairly and promptly. If a purchaser remains dissatisfied, the purchaser may seek independent consumer advice.

Last reviewed: 23 October 2026