

Bookings and Ticket Policy

This policy is in addition to, and does not affect the purchaser's statutory rights.

Definitions

You – the ticket purchaser

We/Our/us – the Burford Singers

Booking Form – a Burford Singers seat booking form made available to potential purchasers in hard copy, available as a download from the Burford Singers website, or attached to an email

Checks and Errors

It is the purchaser's responsibility to check your tickets to ensure they are correct, since if a mistake has been made by us or you have made a mistake it cannot always be rectified.

Accordingly, please check your tickets carefully on receipt and contact us immediately if there is a mistake.

Concessions

Unless stated otherwise, for the majority of concerts the following concessions apply:

a. Under 18s and those in full time education: 50% of the advertised price.

b. Registered Disabled ticket holder: one carer will be free of charge

Discounts, e.g. for group bookings, may be agreed at our discretion.

Lost or Damaged Tickets

We cannot guarantee to replace any ticket that is lost, stolen or destroyed. It is not always possible to issue duplicate tickets. Duplicates may therefore only be issued at our discretion.

Over-Subscribed Seat Categories

Where a ticket request has been submitted using a postal or online Booking Form, we reserve the right to provide alternative seats at an event to those specified on the form if a price category is over-subscribed.

Ticket Refunds – Friends of the Burford Singers and choir members

Tickets purchased by members of the Burford Singers Friends scheme as part of their priority booking allowance are entitled to a full refund without question on request. Tickets purchased by choir members will be accepted for possible refund only if received at least two weeks prior to the event date and only if they are resold. A £2.50 handling fee will apply. Any choir ticket returned within two weeks of the event will not be refunded.

When You're Not Entitled to a Refund

If you are not a member of the Burford Singers Friends scheme or a choir member, you are not entitled to a refund for any reason other than cancellation, rescheduling or relocation of an event.