

## Terms and Conditions for Event Booking

“Event” refers to a Talk, Trip, Workshop or any other one-off event

### Tickets (members’ events)

Tickets for events will be available as soon as an event is publicised and may be purchased in person by cash, cheque or card over the library desk, or by cheque in the post.

A place cannot be reserved without payment except in the following circumstances: if tickets are available for an event which takes place within five working days, a place may be reserved by ‘phone or email. Payment for the ticket must be made before the start of the event.

To attend a members’ event, your subscription to the Ipswich Institute must be valid for the date of the event.

Unless otherwise stated, members may buy tickets for up to three non-members to attend the same event.

Entry to an event will be permitted on presentation of a valid ticket.

We accept payment by credit or debit card, cash or cheque, but cannot take payment by ‘phone or direct bank transfer.

### Tickets (public events)

Tickets for events will be available as soon as an event is publicised and may be purchased in person by cash, cheque or card over the library desk, or by cheque in the post.

A place may be reserved by ‘phone or email and the reservation will be held for five working days. If payment has not been received within five working days or before the start of the event (whichever is earlier) the reservation will be cancelled.

Entry to an event will be permitted on presentation of a valid ticket.

We accept payment by credit or debit card, cash or cheque, but cannot take payment by ‘phone or direct bank transfer.

### Cancellation & Refunds

If the event is cancelled, the full ticket price will be refunded.

If the ticket holder no longer wants to, or is unable to, attend the event a refund will be given only if the ticket is resold. If the ticket is resold, a charge of 20% of the ticket price will be deducted before a refund is given.

### Transfer

The reselling or transfer of tickets is not allowed.

### Data Protection

Any personal information you give to us will be processed in accordance with our data privacy policy. We will use the information to process your booking, to run the event and to inform you about other events which we provide, unless you have told us that you do not want to receive this information. Any personal data you provide may be held on computer files.