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

1. **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, online via the Institute online store 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 or receipt.

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

1. **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 or receipt.

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

1. **Cancellation & Refunds**

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

It 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.

Refunds issued as a cheque must be cashed within the time allowed by banks (usually 6 months), cheques will not be reissued after this period. Lost cheques (apart from those that are mislaid in the post) will only be reissued after the fee for the cancellation of the original cheque has been deducted (£5).

1. **Transfer**

The reselling or transfer of tickets is not allowed.

1. **Data Protection**

Any personal information you give to us will be processed in accordance with our data privacy policy.

1. **Jurisdiction**

These terms and conditions will be governed and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction over disputes between a user and the Ipswich Institute arising out of the access or use of these websites. Omission by the Ipswich Institute to exercise any right under these terms and conditions will not constitute a waiver of such right unless expressly stated by the Ipswich Institute in writing.