

# Refund Policy

Reviewed **May 2024** and updated **1st June 2024**

**Our policies are as followed. We do all in house ticketing so this is our policy, unless stated and advertised by the venue we use.**

Complaints, questions or concerns, email us via the address via the website.

# Bradey and Mills Events (The Bradey Group) Refund Policy

## General Policy:

- **No Refunds:** Refunds are not available unless ticket protection is purchased.

## Ticket Protection:

- **Cost:** £7.20 per ticket.
- **Coverage:** Each ticket needs its own protection purchase to be eligible for a refund.

## Terms and Conditions:

- **Venue Terms:** Tickets are subject to the terms and conditions of the venue, including no refunds for refused entry.
- **Refund Value:** Refunds, if applicable, are issued at the face value of the ticket and do not include booking fees (currently 5%).

## Event Cancellation or Postponement:

- **Cancellation/Postponement:** Refunds are issued if the event is cancelled or postponed.
- **New Date:** If a new date is issued for a postponed event, the refund process will be put on hold until further notice via email.
- **No New Date:** Refunds will be on hold until an update is communicated to the customer.

## Exceptional Circumstances:

- **Exceptional Cases:** Refunds may be issued in exceptional circumstances at the discretion of Bradey and Mills Events.

## Fraudulent Transactions:

- **Investigation:** If fraudulent transactions are suspected, all communications will be suspended, and an investigation will be requested from the bank or processing company.
- **Bank Dispute:** Customers have the right to open a bank dispute if they believe their refund hasn't been processed. However, Bradey and Mills Events may contest the dispute if they have already processed the refund.

## Summary

To ensure a refund, purchase ticket protection for each ticket at £7.20. Refunds are limited to the face value of the ticket and are subject to venue terms and conditions. Refunds are guaranteed if the event is canceled or postponed, with specific conditions for events without a new date.