

Ticket Protection – Terms and Conditions

Our **Ticket Protection** offers piece of mind when purchasing your ticket. However, as is the case with any Ticket Protection policy, there will be some specific circumstances when this may not be valid. We will provide you with a refund for an unused booking if you are unable to attend the booked event due to the demonstrable circumstances identified below.

When we will refund

Except as provided below under the heading “*When we will not refund*”, we will refund the cost of **your** booking if **you** are unable to attend a **booked event** due to:

- unexpected disruption of the public transport network which could not have been reasonably known about before the date or time of the booked event. Supporting evidence will be required, such as an official notice from the transport provider;
- a serious illness happening to you, or a member of your immediate family or any person (s) in the group, which causes you to be unable to attend the event. Please note that a doctor or hospital letter will need to be provided;
- the death or serious accident happening to you, a member of your immediate family or any person(s) in the group due to attend the booked event with you, provided you supply a doctor’s certificate. Please note that this does not apply for pre-existing medical conditions. In relation to the death of an immediate family, a death certificate should be provided, and the bereavement have occurred within 4 weeks of the date of the **booked event** and after the purchase date;
- the mechanical breakdown, accident, fire or theft enroute of a private vehicle taking **you** to the **booked event** provided that you supply a vehicle recovery service report (AA, RAC or equivalent), copy of garage repair bill or parts receipt, or confirmation from the vehicle motor insurers, vehicle repairers or police;
- burglary or fire at your residence in the 48 hours immediately before the booked event requiring attendance of the emergency services, provided that in relation to the burglary, you supply the crime reference number or confirmation of attendance of the Emergency Services in the case of fire.
- you being a member of the Armed Forces and are being posted abroad and/or having leave withdrawn unexpectedly which you had not received notice at the time of the booking provided that you produce the original advice of cancellation of leave/advice to travel at short notice in relation to Military service;
- adverse weather, where the Met Office has issued a red weather warning in the area you live or travel to, in order to reach the venue.
- the cancellation of an Air Show by Shuttleworth

When will we not refund?

We will not make a refund where:

- an illness or death is caused by or is as a result of a pre-existing medical condition;
- you do not attend a booked event other than for a reason included within this Refund Promise;
- you cannot provide a doctor's report for serious accident or illness;
- an illness or death is caused by or is as a result of a pre-existing medical condition;
- you are prevented from travelling to a booked event due to disruption of the public transport network which is public knowledge prior to the booked event;
- you carry out a criminal act which prevents you attending a booked event;
- you are prevented from travelling to a booked event due to an outbreak of a contagious disease and the Government or any agency acting on behalf of the Government has imposed a ban on travel;
- a change in the lineup or entertainment at an air show.

The Amount of the Refund

If the above conditions are fulfilled, we will refund you the purchase price of the ticket.

Our refund will **not** include any travel, accommodation or other expenses.

We will **not** refund the cost of the ticket protection.

General Conditions

The following apply to ALL requests for a refund:

- a) **you** must make all necessary arrangements to arrive at the event on time and be prepared to evidence the same;
- b) **you** must take all reasonable precautions to prevent or reduce any request for a refund or the amount to be refunded.

Requesting a Refund from Us

All refund requests must be put in writing to airshows@shuttleworth.org, within 24 hours of the advertised event start time. Any requests not within this time frame may not be accepted, at discretion of the management team.

Data Protection and Privacy Notice

We will use your personal data in accordance with applicable data protection laws and our privacy policy, a copy of which can be found on our website or requested by contacting us.