



Covid-19 Refunds and Credit Vouchers Policy

June 2021

We are committed to ensuring that our audiences feel happy and confident about attending the Havant Music Festival concerts. In light of the current Covid-19 pandemic, we have revised our refund policy to make sure that all our customers understand the terms on which they are buying tickets and if necessary, when they can claim a refund.

Customers with a positive test result Covid-19

If you have a positive Covid-19 test result (either via a lateral flow or PCR test) within 10 days of the event for which you have tickets, please let us know as soon as possible. We will be happy to offer you a full refund or credit voucher for the Spring 2022 festival. This includes tickets purchased for friends and family within one booking.

Customers with Covid-19 symptoms

Please do not attend any of our events if you have experienced symptoms of Covid-19 (a high temperature, a continuous cough or a loss or change to your sense of taste / smell) within the least ten days. We will be happy to offer you a full refund or credit voucher in these circumstances. This includes tickets purchased for friends and family within one booking.

See links to the NHS Covid 19 app, government site to order a Rapid Lateral Flow test and the latest government guidance.

<https://www.nhs.uk/apps-library/nhs-covid-19/>

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

<https://www.gov.uk/government/publications/covid-19-response-spring-2021/covid-19-response-spring-2021-summary>



Cancelled and Rescheduled Events

In line with our usual practice, full refunds or credit voucher will be offered for any cancelled event.

We will offer refunds or credit vouchers to any customer who is unable to attend a rescheduled event. In these cases, we are only able to offer refunds up to two weeks before the event. After this time, credit vouchers will be offered.

As a community group, we gratefully accept donations of your ticket value in place of refunds or credit vouchers when events cannot take place. For more information, please visit our website.

Changing your mind about attending an event

We understand that some people may change their mind about attending an event as the pandemic progresses or changes. With at least 5 days' notice, we are happy to offer credit vouchers to audience members who change their mind about attending a live event or film due to Covid-19.

We are sorry that we are unable to offer credit vouchers for workshops within a half term block when participants have changed their minds. This is because when you book a workshop you are paying for the space, which cannot then be sold on once the half term has started.

Other Refund Requests

Like many other festival events we cannot automatically offer refunds for events for reasons that are unrelated to Covid-19. However, we want you to feel comfortable and happy about attending our events so please contact us regarding your situation and we will do our best to help.

Although we may not readily be able to offer refunds, we can help you to exchange your tickets for another event or, in the case of sold-out concerts, make your tickets available to someone on a waiting list. Please note in these instances we will charge a 20% admin fee.



If you have any questions regarding our refund and credit voucher policy during Covid-19, please do not hesitate to contact us.

For further information, please contact:

Steve Southwell, Treasurer

bookings@havantmusicfestival.org.uk

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Helen Collis-Ayoubi, Publicity Manager

bookings@havantmusicfestival.org.uk

Thank you kindly for supporting the Havant Music Festival

Faith Ponsonby

Chairperson