

At Battersea Park Events, our aim is to provide attendees with memorable experiences at all of our events. However, we understand that plans can change, and unforeseen circumstances can occur. Our refund policy is designed to provide you with flexibility while ensuring that we can continue offering high-quality events to all our guests.

General Policy

- All ticket sales are final. Refunds are available only under the conditions outlined below.
- Tickets cannot be exchanged, transferred, or resold.

Cancellation by Us

- In the unlikely event of a cancellation by Battersea Park Events, ticket holders will be offered a full refund or the option to transfer their ticket to a rescheduled event date, if applicable.
- Notifications of cancellations will be sent to the email address provided at the time of ticket purchase.

Cancellation by You

- If you are no longer able to attend an event, you may request a refund up to 15 days before the event date, subject to a 50% cancellation fee.
- No refunds will be issued for cancellations made within 14 days of the event date. However, tickets may be transferred to another person up to 2 days before the event, subject to a transfer fee of £15.

Force Majeure

- No refunds will be issued in the case of cancellations due to force majeure, including but not limited to natural disasters, acts of terrorism, and public health emergencies. Whenever possible, we will attempt to reschedule the event or offer a credit for future events.

Requesting a Refund

- To request a refund, please contact our customer service team at hello@batterseaparkevents.co.uk with your ticket details and the reason for the refund request.
- Please allow up to 10 days for your refund request to be processed. Refunds will be issued to the original method of payment.

Modifications to the Policy

- Battersea Park Events reserves the right to modify this policy at any time. Changes will be effective immediately upon posting on our website.

Contact Us

- If you have any questions or concerns about our refund policy, please don't hesitate to contact us at hello@batterseaparkevents.co.uk