



LAKENHEATH PLAYING FIELD ASSOCIATION

Event Ticket Purchasing: Terms & Conditions of Sale

The Lakenheath Playing Field Association offers ticket sales via their website (**lakenheathplayingfields.org**), or their sister websites (**lakenheathpavilion.org**; **lakenheathfete.org**) under the following conditions.

1. Tickets are valid for use at the event they are purchased for within the event's timeframes. Tickets are non-transferable between events, unless at the discretion of the organiser.
2. The ticket holder reserves the right to cancel their ticket within seven days of purchase (counting the date of purchase as day one), or up to the date before the event—whichever is soonest. The ticket holder can request cancellation by emailing **tickets@lakenheathplayingfields.org**. This is called the “cancellation grace period”.
3. Once the cancellation grace period has passed, tickets are no longer eligible to be refunded/cancelled by the ticket holder, unless an event's own cancellation policy dictates otherwise.
4. Tickets are not for resale by the ticket holder under any circumstances. Tickets that are known to have been resold will become void and cancelled without a refund issued.
5. Upon purchase of the tickets, our system will automatically email the ticket holder at the email address supplied with the ticket information. It is the responsibility of the ticket holder to ensure the email address is input correctly before purchase. It is the responsibility of the ticket holder to distribute tickets between their party.
6. Upon arrival to the event, or the location within the event where the tickets are required, the QR code on the tickets will be scanned to admit entry. No entry will be admitted to any guests without a valid ticket QR code.
7. Should the Lakenheath Playing Field Association cancel an event, a full refund for any tickets purchased will be given.
8. Should the Lakenheath Playing Field Association re-arrange the event's date/time, tickets will be transferred to the new date/time of the event. The Lakenheath Playing Field Association will offer a ticket refund/cancellation period of seven days from the date of the announcement of



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the change (counting the date of the announcement as day one) for any ticket holders who may no longer be able to attend. The ticket holder will need to contact **tickets@lakenheathplayingfields.org** to arrange this refund themselves.

9. By booking a ticket for a Lakenheath Playing Field Association event, you are giving the Lakenheath Playing Field Association consent to contact you in regard to your ticket booking.
10. Card payments processed online are processed securely using a third-party provider. Payment details are not stored by the Lakenheath Playing Field Association directly.
11. Your ticket purchase is governed in accordance with our Privacy Policy, which can be found at **<https://lakenheathplayingfields.org/policies/>**. If you require a physical copy, please contact us.

By purchasing tickets via one of our websites, you agree to abide by these terms and conditions.

CHANGES TO THIS POLICY

The latest version of this policy can be found on our website at:

<https://lakenheathplayingfields.org/policies/>

Changes to this policy will be noted in the Version Control section of this policy.



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VERSION CONTROL

VERSION #	DATE	NOTES / CHANGES
V1.0	01/10/2021	Initial version of this policy was published.
V1.1	01/12/2024	Moved policy to new LPFA policy template. Clarified cancellation grace period timeframe.
V1.2	04/11/2025	Added that an event's own cancellation policy can supersede point 4 Added point 5 around ticket reselling



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