**TICKETING POLICY FOR WEST SUSSEX FEDERATION OF WOMENS INSTITUTE EVENTS**

This Policy details the approach that West Sussex Federation takes to the sale and purchase of tickets for events that they run for members and/or their friends and family.

1. **Purchasing tickets:**

Events are advertised in the West Sussex News and through direct communications to WI Secretaries. In addition, events will usually be promoted via our social media channels - Facebook and Instagram.

A Member (‘the booker’) can purchase tickets using the Federation email tickets@wsfwi.co.uk. Emails requesting tickets should detail the event and the number of tickets required. The names of all individuals requiring tickets should be included.

Once the email is processed by the Federation a return email will be sent to the ‘booker’ confirming the allocation of tickets for the order and will provide ‘how to pay’ details.

Once the order is received payment is required within 7 working days or before the event, whichever is earlier. Payments must be identified with the order number which will be sent within the confirmation order email.

Payments must be made within 7 days of the email being received using the following methods:

**It is important that the reference number sent in the confirmation of order email is used so that the payment can be accurately logged by our bookkeeper.**

**Bank Transfer:**

Bank Account Name: The West Sussex County Federation of Womens Institutes

Account number: 60944912

Sort Code: 20-20-62

**It is important that you use the reference provided so that your payment can be logged by our bookkeeper.**

**By Card:**

Payment can be made using your debit or credit card either in person at Denman House during opening hours via electronic card reader or over the phone by calling the federation office on 01403 470812. Please eave a message for someone to call you back if there is no answer when you call.

**By Cheque:**

Make cheques payable to: WSFWI and write your reference number on the reverse of the cheque.

Please send them to Denman House, 60 Queen Street, Horsham, West Sussex, RH13 5AD

**By Cash:**

In person at Denman House during opening hours, for the required amount.

**Once payment is recieved a payment confirmation email will be sent to the ‘booker’ this will be the ticket (s).**

1. **Tickets:**

**To keep costs down, no paper tickets** **will be issued**.

Members purchasing tickets are required to retain their payment confirmation email as proof of purchase and be ready to provide either a paper copy or a viewable version on their mobile phone screen as they enter the event.

It is the responsibility of the person booking the tickets to make sure that all individuals included in their booking have the details they need to provide proof of purchase on entry to the event if they do not enter as a group.

The Federation asks bookers to check carefully the date and time of their booking(s) to ensure that the details are correct.

1. **Refunds and Cancellations:**

Tickets are non-refundable. If members are unable to attend, the Federation recommend that the member offers the ticket to others in their own WI first.

If the member cannot pass their ticket on, they can contact the Federation Secretary who **may** have a wait list for the event and be able to reuse your ticket. If the ticket cannot be passed on in this way, then no refund will be offered by the Federation.

WSFWI reserves the right to make alterations to the advertised programme, which may be rendered necessary by unavoidable cause.

If WSFWI or a relevant third party, we are working with is unable to run the event then we will refund to the booker the face value of the tickets purchased.

In the event of cancellation by the Federation refunds will only be paid to the person who purchased the tickets (the booker), and to the payment method originally used. The Federation will endeavour to contact the booker as soon as possible using the details provided at the time of booking, or that we hold for on our database. It is the bookers’ responsibility to update the Federation of any changes in contact details.

**Ticketing process:**

**Step 1**

**Initial booking request**

Purchaser (Booker) sends an email to federation ticketing email requesting tickets for specific event.Email should include1. Number and names of the individuals requiring tickets2.Name of the WI3. Details of the event

**Step 2**

**Order Confirmation** The Federation Secretary allocates tickets (with numbers) to each booking.Sends an email confirmation of the order to the Booker.This email includes a Booking Reference Number to be quoted when paying for the tickets and details of how to pay for tickets.

**Step 3**

**Payment** On receipt of the Order Confirmation the Booker has 7 days to pay for the tickets (or less if the event is sooner). Booker uses one of the methods listed in the Order Confirmation and quotes the booking reference number.

**Step 4**

**Ticket confirmation issued**

Once Payment is received a payment confirmation email will be sent to the Booker.

This email will have the ticket numbers detailed.

This email will be the ‘virtual ticket’ for the event and must be shown to gain entry.

VERSION CONTROL MATRIX

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| VERSION: | DATE OF ISSUE | SIGNED OFF BY: | DATE OF NEXT REVIEW  |
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