

# Refunds/Transfers and Cancellation Policy Great British Food Festival (“GBFF”)

## General Refunds and Transfers

No transfers of tickets, under any circumstances, will be possible on any occasions where the GBFF Event for which the tickets have been purchased goes ahead.

No refunds will be issued for any non-attendance, under any circumstances, if the Event proceeds.

In the event that a non-attendance is proven to be COVID-19 related, a transfer to an alternative date will be considered on a case by case basis. The Organiser’s decision in all such cases will be final.

## Adverse Weather Plan/Emergency Cancellation by GBFF

GBFF is an outdoor winter event. We will therefore be open and operational throughout all usual British weather conditions, which will include inclement weather. We remind all customers to dress appropriately for the weather.

The health and safety of our visitors and staff remains at all times our paramount consideration. Throughout every day of the Event, weather conditions will be continuously monitored by our GBFF team and with our venue partners.

In the unlikely event that weather conditions on site and/or any emergency situation arose on any given day, which posed a risk to the health and safety of our visitors or staff, that day’s Event would be cancelled. Any decision to cancel would be made as early as possible on the day.

All persons booked for that day would be notified of the cancellation as early as possible, via an email sent to the email address that the booking was made under. All customers who provided a valid mobile contact number at the time of booking, would also be notified via an SMS message.

An announcement would also be made through our social media platforms and our website. We advise customers to check our website for the latest updates before they travel.

Any decision to cancel any day will be made by the Organisers in conjunction with our Venue partners. Any such decision will be final.

Full details of the next steps would be contained within the email notifying customers of the cancellation, including details as to how customers can transfer their tickets/receive a refund.

Customers would be able to transfer tickets to any of our other GBFF Events at alternative locations within the same year. Or transfer to our subsequent year’s Event at the same venue. In the event that neither of those options was suitable a full refund would be issued.

All transfers and/or refunds pursuant to our cancelling a day of an Event must be requested within 28 days of the date you were booked to attend.

GBFF will not be liable for any other costs incurred by customers.  
The booking fee is non-refundable under any circumstances.