



## Ticket Policy for Charnwood Museum

The following policy will assist the Museum in providing a fair booking system, and will enable us to provide the best possible customer service for all our visitors.

### Policy

Tickets should be paid for within 5 working days of reservation. A ticket must be reserved for all attendees, including babies, toddlers and all accompanying adults.

If the booking is made within 5 working days of the event, payment must be made within 2 working days. Bookings inside 3 working days may pay on the day.

Visitors may pay by cash, or by making a cheque payable to "Charnwood Borough Council."

Refunds will only be issued if a visitor cancels their booking more than 7 working days before the event is due to take place. Refunds will be in the form of a credit note to the same value. Refunds will not be issued for cancellations less than 7 days before the event.

If the Museum has to cancel an event, every effort will be made to accommodate visitors on an alternative event. If this is not possible, or the visitor does not wish to attend the alternative event, a cash refund will be given.