

Event & Venue Refund Policy – Newport Market

This policy applies to all tickets, event bookings, private hires, and corporate reservations at **Newport Market**. By making a booking, customers confirm they have read and accepted these terms.

1. Consumer Rights & Transparency (UK Law Alignment)

Nothing in this policy affects your statutory rights under the **Consumer Rights Act 2015** or other applicable UK consumer protection legislation.

Refunds, cancellations, and charges are structured to reflect:

- The timing of cancellation
- Costs already incurred by the venue
- Lost opportunity to resell tickets or rebook the space

All terms are applied **fairly, consistently, and transparently**.

2. Standard Event Refund Timeframes (Customer Cancellations)

More than 7 days before the event

- A **full refund** of the ticket or booking price will be issued.
- **Booking, transaction, and third-party processing fees are non-refundable**, as these are incurred at the time of booking.

Between 7 days and 48 hours before the event

- A **partial refund of up to 50%** of the ticket or booking value may be issued.
- Refunds in this window are issued **at the sole discretion of the venue or promoter**, reflecting costs already committed.
- Booking and transaction fees remain non-refundable.

Within 48 hours of the event

- **No refunds will be issued.**
 - This includes non-attendance, late cancellations, or partial attendance.
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3. Booking Fees & Transaction Charges

- All booking, administration, and transaction fees are **non-refundable** unless required by law.
 - Fees are charged by third-party payment processors and are not retained by the venue in full.
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4. Transfers, Amendments & Resale

- Tickets or bookings may be transferred to another attendee or, where possible, to an alternative event.
 - Transfers are subject to availability and venue approval.
 - The venue does not guarantee transfers or alternative dates.
 - Requests must be submitted to **events@newport-market.co.uk** in advance.
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5. Event Changes or Cancellations by the Venue

Event cancelled by us

- A **full refund** of the ticket or booking price will be issued.
- Fees will be refunded only where they have not already been incurred.

Event rescheduled

- Customers will be offered:

- Transfer to the new date, or
 - A refund if unable to attend.
- Refunds remain subject to fee exclusions.

6. Third-Party Booking Platforms (DesignMyNight)

- Refunds for bookings made via third-party platforms are governed by:
 - This venue policy, and
 - The promoter's published terms.
- Third-party platforms do not control refund decisions.
- Where funds have already been transferred to the venue or promoter, refunds will be issued **directly by the venue or promoter**, not the platform.
- Customers agree to the promoter's terms when purchasing tickets via third-party websites.

7. Private Hire & Corporate Bookings

This section applies to **room hires, venue exclusives, corporate events, private parties, and large group bookings**, whether ticketed or non-ticketed.

Deposits

- A **non-refundable deposit** may be required to secure private hire or corporate bookings.
- Deposits cover administration, planning time, and holding the date.

Cancellation by the Client

Cancellation Timing	Charges
More than 28 days before event	Deposit retained; remaining balance refunded
14–28 days before event	Up to 50% of total booking value payable
Less than 14 days before event	Up to 100% of total booking value payable

Charges reflect staffing, supplier commitments, and lost opportunity to rebook the space.

Minimum Spends & Pre-Ordered Items

- Minimum spends, catering, AV, and pre-ordered items are **non-refundable** once confirmed.
- Final numbers must be provided by the agreed deadline and will be charged accordingly.

Cancellation by the Venue

- If the venue cancels a private hire booking, all monies paid will be refunded in full.
- Liability is limited to the amount paid; no compensation is payable for indirect losses.

8. Force Majeure & Safety

The venue will not be liable for failure to deliver an event due to circumstances beyond its reasonable control, including:

- Government restrictions or legal requirements
- Extreme weather
- Utility failure

- Safety or security concerns

In such cases, refunds or transfers will be considered **fairly and reasonably**, in line with consumer law.

9. No-Shows

Failure to attend without prior cancellation is treated as a **no-show**.

No refunds or credits will be issued.

10. Refund Processing

- Approved refunds are issued to the original payment method.
 - Processing times may be up to **7 days**, particularly where third-party platforms are involved.
 - Transaction and handling fees are refunded only where the service has not already been carried out.
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11. How to Cancel or Request a Refund

All cancellation requests must be submitted in writing to:

events@newport-market.co.uk

Please include:

- Booking reference
- Event date
- Name on the booking