



## SWFWI TICKET POLICY

April 2026

### TICKETS BOOKED BY MEMBERS VIA TICKETSOURCE

1. Tickets booked via TicketSource have an optional refund protection. If opting for refund protection the contract is between the WI member and a third party.
2. Booking confirmation and tickets will be sent via TicketSource.
3. If a member resells their ticket, the new attendees name and contact details **must be** sent to [fedsec@swfwi.org.uk](mailto:fedsec@swfwi.org.uk).
4. Refunds in extenuating circumstance must be approved by the SWFWI Chair and Treasurer.
5. All other refunds will not be issued unless the ticket can be resold.
6. A £2 admin fee will apply to all resales.
7. For catered events, Suffolk West Federation cannot be held responsible if dietary requirements have not been submitted at the time of booking.

### TICKETS BOOKED VIA THE SWFWI OFFICE

1. Ticket requests can be sent via email but must include attendee names, email addresses and, if applicable, dietary requirements.
2. Tickets can also be booked via 01284 336645.
3. The WI office used TicketSource for bookings.
4. Booking confirmation and tickets will be sent via TicketSource.
5. Payment is due once your order is confirmed (unless your WI is invoiced).
6. Tickets that remain unpaid 48 hours after booking will be re-released for sale.
7. WI's who are invoiced for tickets should pay within 30 days.
8. If a member resells their ticket, the new attendees name and contact details must be sent to [fedsec@swfwi.org.uk](mailto:fedsec@swfwi.org.uk).
9. Refunds in extenuating circumstance must be approved by the SWFWI Chair and Treasurer.
10. All other refunds will not be issued unless the ticket can be resold.
11. A £2 admin fee will apply to all resales.
12. For catered events, Suffolk West Federation cannot be held responsible if dietary requirements have not been submitted at the time of booking.