



Wimbledon Film Club Refunds Policy

It is the policy of the charity to offer refunds against membership and individual ticket purchases per the following conditions.

Memberships

Memberships will only be refunded in full if the member has not purchased any individual film tickets at the prevailing member rate.

If member tickets have been purchased then the refund will be made less the total difference between the member and non-member ticket prices for that season. If this total exceeds the purchase price of the membership, no refund will be made.

Memberships will not be refunded after the end of the relevant season.

If the membership has been purchased online via Eventbrite, the time taken for the funds to reach the purchaser's account will be at Eventbrite's discretion.

All refunds will be subject to an Eventbrite handling fee. This is equivalent to their standard booking fee (currently 6.95% of the price + £0.59 GBP + 20% VAT). For a full-price membership of £40, the net refund amount would be £35.95. This fee will be waived and the membership refunded in full if the refund is due to a duplicate membership purchase.

Film Tickets

Tickets booked online via Eventbrite will be refunded if you are unable to attend, but only up to 24 hours before the screening (so typically before 8:30pm on the Monday). Tickets will not be refunded after that point. This is to ensure there is adequate time to resell any tickets made available due to a refund.

If the ticket has been purchased online via Eventbrite, the time taken for the funds to reach the purchaser's account will be at Eventbrite's discretion.

All refunds will be subject to an Eventbrite handling fee for all ticket types (i.e. member as well as non-member). This is equivalent to their standard booking fee (currently 6.95% of the price + £0.59 GBP per ticket + 20% VAT). For a member ticket of £7, the net refund amount would be £5.70. This fee will be waived and the ticket price refunded in full if the refund is due to COVID-19, a duplicate ticket purchase or the screening was cancelled.

Policy effective: Confirmed at the AGM 20-Jun-2023