

REFUND & CANCELLATION POLICY
ENTRANCE TICKETS & EVENT TICKETS

ENTRANCE TICKETS

Once purchased entrance tickets (whether purchased in house or online) are non-refundable.

Entry tickets can be upgraded to an alternative entrance ticket if necessary (eg an adult ticket can be changed to a family ticket if the additional price is paid).

Once purchased the date and time for which a ticket has been purchased may not be changed, the only exceptions being if:

- The museum is closed for any reason beyond our control we will allow you to transfer any tickets bought in advance to an alternative date. If you have any doubts about the museum being open (for example due to poor weather) we suggest you visit our website before leaving home to check.
- Unavoidable personal circumstances – in which case please contact us to see how we can help.

EVENT TICKETS

Event tickets purchased for an event at The Salisbury Museum are non-refundable or transferable. However, occasionally, events are cancelled, rescheduled or materially altered for reasons beyond our control and in these instances refunds will be offered as follows:-

Cancellation: If an event is cancelled (and not rescheduled), you will be offered a refund of the sale price of your ticket(s). If an event takes place over several days and one or more day(s) is/are cancelled (but not all the days constituting the event), a partial refund only may be payable corresponding to the day(s) cancelled.

Rescheduling: If an event is rescheduled, you will be offered seats at any rescheduled event (subject to availability) of a value corresponding with your original tickets. If you are unable to attend the rescheduled event, you will be offered a refund of the sale price of your ticket(s). You must inform us within the time specified by us if you are unable to attend the rescheduled event, otherwise we may reconfirm your booking for the rescheduled date and you will not be entitled to claim a refund. To claim your refund please write to or email us within the specified time scale given when you are informed of the rescheduling.

Material alteration: If an event is materially altered, you will be offered an option to either reconfirm your order for the altered event or to claim a refund of the sale price of your ticket(s), within such time as specified by us. Failure to inform us of your decision may result in your order being reconfirmed for the altered event and you will not be entitled to claim a refund. A 'material alteration' is a change which, in our reasonable opinion, makes the Event materially different to the Event that purchasers of tickets, taken generally, could reasonably expect. To claim your refund please write to or email us within the specified time scale given when you are informed of the alteration.

We regret that, unless an event is cancelled, rescheduled or materially altered, tickets cannot be exchanged or refunded after purchase.

Unused tickets of any type cannot be refunded.

This Refund Policy does not and shall not affect your statutory rights as a consumer. For further information about your statutory rights contact Citizens Advice.