

## **Getting a refund on tickets**

If the meet and greet you have booked is cancelled, rescheduled or has changed location, you are entitled to a refund of at least the face value of the ticket.

If the face value has been reduced by the organiser, the refund will be for the discounted face value price paid.

If the meet and greet /event is rescheduled to another date, your tickets should be valid. If you can't make the rescheduled date, then you're entitled to a full refund.

The ticket seller is responsible for giving you a refund for tickets to a cancelled meet and greet session

## **When you're not entitled to a refund**

You're not entitled to a refund for the ticket if a named keeper is replaced by another keeper to present the meet and greet/event or an animal is replaced by another animal for welfare reasons at the discretion of the keeper/directors

And if you can no longer attend a meet and greet/ event or you've simply changed your mind about going, despite tickets often being purchased months in advance.

**Refunds authorised**      Refunds are authorised only in the event of the following reasons

Death of close family (parent/son/daughter/brother/sister) within the week of bereavement or funeral day Proof of occurrence and relation required

Jury service. Proof of jury service summons required

Extreme weather conditions announced by a severe weather warning of non travel advice by the government.

## **In summary**

- If the meet and greet/ event you have booked is cancelled, rescheduled or has changed location, you are entitled to a refund of at least the face value of the ticket
- You're not entitled to a refund if you can no longer attend a meet and greet/ event
- You're also not entitled to a refund if a named keeper is replaced by another keeper to present the meet and greet/event or an animal is replaced by another animal for welfare reasons at the discretion of the keeper/directors

