



Refund Policy and Event Access Terms & Conditions

English Folk Expo (EEx) produce a number of events and festivals including Manchester Folk Festival, Rochdale Folk Festival, year-round concert programme, live stream events and more. We use a number of outlets to sell tickets. Our main ticket seller is TicketySwift, a platform designed and run specifically to sell tickets for folk music events to folk music fans. We also sell tickets through our partner venues and other ticketing platforms. For any ticket refund queries please check with your point of purchase first. Our own ticket refund policy is listed below.

Cancellation

If an event listed on one of our websites is cancelled in its entirety due to any unforeseen circumstances, English Folk Expo retain the right to reschedule the event or issue a refund.

In the case the event is fully cancelled, the refund, if issued, will include ONLY the face value/printed value of the ticket(s). Unfortunately, we cannot provide refunds on shipping fees, processing fees, handling fees, and such other charges

Rescheduled

If the event is rescheduled, you will be entitled to attend the rescheduled event using your original ticket. If you are unable to attend the event on the rescheduled date, please contact your point of purchase to request a refund.

Whilst English Folk Expo will use its reasonable endeavours to notify customers of any rescheduled event dates and times (for example by posting the re-scheduled date and time on its website and social media channels), it is the responsibility of the ticket purchaser to check the date and time of the event. All advertised times are approximate and may be subject to change.

Material Change

English Folk Expo may make changes to an event. Provided that the change is not material (i.e it is a change to the performance time or supporting act), no refund will be available. If there is a material change to an event and you wish to obtain a refund, please contact your point of purchase.

Other Losses

English Folk Expo shall be liable for any damages, loss or disappointment arising from any cancellation, rescheduling or material change to an event. English Folk Expo's liability is limited to the face value of the ticket.

Access to the Event

English Folk Expo does not take any responsibility to personal/financial damages caused to you at the venue, or for any items lost/stolen/misplaced at the venue.

Financial reimbursement claims on these counts will not be entertained. English Folk Expo follows a 'zero-tolerance policy' towards unauthorised drug usage or carrying at the venue, AND towards any type of behaviour/actions that can be interpreted as lewd or obscene. If you are found in possession of prohibited items at the event and/or if you indulge in any objectionable action, your participation in the event will be terminated immediately. Your event ticket(s) will become void from that point on.

At the time of entering the event venue, you are required to produce the ticket and may be asked to produce a valid identification document (ID). By presenting an ID, you confirm that all details present on it are accurate and updated.

If you are not able to access any particular section(s) of the venue – due to delays, regulations, venue policies, weather-related problems, emergencies, venue shutdown/evacuation or any other reason, you will not be eligible for any refunds or future credits.

Age Restrictions

Sometimes, our events have a minimum age. By purchasing these age restricted event tickets, you automatically confirm that you/the attendee(s) are of the 'minimum age' or older, at the time of buying the ticket(s). The 'minimum age' for attending an event listed on this website will be visible at the point of purchase.

If it is proven beyond doubt at the venue that an attendee is below the 'minimum age', they will not be granted entry to the event.

No refunds, full or partial, will be issued either.

COVID-19

Please visit our website and the NHS website for advice on COVID-19 requirements for live events.