

Ticket bookings and payment

- All bookings for events will be allocated on a first come first served basis.
- If the booking is made provisionally by email, it will only be held for seven days.
- All events can be booked in advance either through our website using an online form, by post using a printed booking form or over the phone.
- Once we have received your booking we will send confirmation by email.
- Cheque and credit or debit card payments: full payment must follow a booking form within five working days of receipt.
- Payment upon receipt of invoice: full payment must follow within one calendar month of the date of invoice.
- Payment must be paid in full 14 days prior to the event and if not, we reserve the right to cancel your tickets. Extension to payment terms will be discretionary.

Cancellation and refund policy

- Cancellation by us: The Lord Mayor's Appeal reserves the right to cancel an event and, in these circumstances, will offer an alternative event or a full and prompt refund. Refunds will be processed via your method of original payment within four weeks. The Lord Mayor's Appeal will be unable to compensate you for any costs or expenses incurred by you. The Lord Mayor's Appeal also reserves the right to amend an event, which may include changes to dates, times, artists and content.
- Cancellation by you: Please let us know as soon as possible if you are unable to attend a Lord Mayor's Appeal event, to allow us sufficient time to try to re-sell your tickets. All cancellations must be confirmed in writing by email or letter. Where you have paid for tickets and wish to cancel for your own personal reasons, refunds will be issued as follows:
 - Up to twelve weeks prior to event date: 100% refund of ticket price
 - Up to eight weeks prior to event date: 50% refund of ticket price
 - Up to four weeks prior to event date: 25% refund of ticket price
 - Within four weeks of the event date: no refunds for cancellation or non-attendance.

Artists

Artists, performers, speakers and entertainers that are promoted as part of an event are correct at the time of being promoted. The Lord Mayor's Appeal reserves the right to vary such appearances where they are subject to artist contract.

Photography and filming

By purchasing a ticket and attending an event you are agreeing to be included in photographs and filming of the event that may be used in future promotion or through internal and external communication channels. If you do not wish your images to be used in such a way please email events@thelordmayorsappeal.org before the event takes place.

Personal data

We will hold your personal information, and any information provided in relation to your guests, for administrative purposes relating to the booking. We will not use your personal data for any other purposes without your consent. Credit or debit card details are not stored and personal details will not be shared with third parties. View our Privacy Policy [here](#).