

Terms & Conditions - Headcorn Southern Model Show

This site is owned and operated by Headcorn Southern Model Show Limited. Please read these terms and conditions carefully.

“HSMS” means The Headcorn Southern Model Show.

Terms and Conditions of sale.

Customer Service

- 1.1 By purchasing a ticket via our website you are agreeing to these terms and conditions of sale.
- 1.2 HSMS reserves the right to check that every person attending holds a valid ticket.
- 1.3 HSMS reserves the right to refuse entry or remove from the premises any ticket holder that is abusive, violent, intoxicated, or there is reason to believe other patrons' comfort, enjoyment or safety may be affected.
- 1.4 Children under 5 years of age receive free entry and do not require a ticket, they must be supervised by a responsible adult at all times.
- 1.5 Our contact e-mail address is info@headcornsms.uk

Ticket Sales

- 2.1 Tickets are offered for sale subject to availability. HSMS reserves the right to introduce discounts and price changes without prior notice.
- 2.2 You must inform HSMS of any change of email address both before and after receipt of tickets/passes. Please also ensure that your e-mail filter settings are set to receive e-mails from HSMS.
- 2.3 Tickets will be sent via email to the registered email address
- 2.4 On receipt of your confirmation email, please check all details are correct as mistakes cannot be rectified on the day of your visit.
- 2.5 Tickets are sold for use by the buyer only (and his or her party) and are not for resale for commercial gain by the ticket holder. Failure to comply will result in the booking being void and the unauthorised ticket holder being refused entry.
- 2.6 All booking and transaction fees are non-refundable.
- 2.7 Tickets do not entitle the holder to re-admission, and cannot be exchanged, transferred, or refunded.

Discounts and Concessions

- 3.1 Any discount codes must be applied at the time of booking and proof of entitlement maybe requested.
- 3.2 All discounts are subject to availability, where applicable and can be withdrawn at the discretion of HSMS without prior notice.

Cancellation Policy, Ticket Exchanges & Refunds

- 4.1 If the event is cancelled or postponed every effort will be made to contact ticket holders in advance. You will be given the option of retaining your tickets for the rescheduled date or requesting a refund.
- 4.2 Where an event is cancelled or postponed by HSMS for reasons outside of their control, or in extreme circumstances an event may be abandoned without notice due to severe weather conditions, an alternative date will be offered in exchange, subject to availability, up to the face value of the ticket(s). Where an alternative date is not available, or if the ticket holder is unable to attend the alternative date, a refund of the full ticket value will be given plus any booking fee that may be applicable. Every effort will be made to contact ticket holders to notify them in advance.
- 4.3 HSMS reserves the right to stop and start an event as necessary due to unforeseen circumstances.
- 4.4 With the exception of paragraphs 4.1, 4.2 tickets cannot be cancelled or exchanged and are non-refundable.
- 4.5 Tickets, once purchased, cannot be resold.

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4.6 HSMS is not responsible for lost or stolen tickets.

4.7 With the exception of 4.1, 4.2 any replacement tickets will be subject to an administration fee.

4.8 If you are entitled to a refund, the original ticket(s)/passes must be returned along with any confirmation letter issued. Refunds will be processed by the same method used to make the purchase. Refunds will be processed within 30 days of the date of the event and/or the date we received the relevant paperwork, whichever is the later.

Weather Policy

5.1 In the event of severe weather conditions, every effort will be made to complete the event and HSMS reserves the right to stop and start the event as necessary.

5.2 The decision whether to abandon or cancel an event due to severe weather conditions will be wholly at the discretion of HSMS.

Using the Website and Disclaimers

6.1 Use of the Site is for personal use only. It may not be used in any improper or unlawful manner.

6.2 Use of the Site will comply with all local laws and rules regarding acceptable use of and conduct on the internet.

6.3 While every endeavour is made to ensure that the information available on the Site is accurate, HSMS does not guarantee its accuracy, completeness or reliability and does not accept liability for any errors and/or omissions. Content, events and prices detailed on the Site are subject to change at any time without notice.

6.4 By accessing the Site, the user assumes all risks associated with use of the internet, including the risk of damage to computer hardware, software or data through viruses and other harmful components. HSMS will not be responsible for the security of the site or for any disruption to the Site.

6.5 HSMS will not be responsible or liable in any way for the content, advertising, products or services available from third party websites accessible via links on the Site. Access to such websites is entirely at the user's own risk. Any transactions, dealings or arrangements carried out by the user via such a website shall be direct with the third party under their terms and conditions.

6.6 The text and images contained on the Site belong to HSMS. Content can be printed for personal use only. No part of this Site may be reproduced or included in any other work or publication without written permission from HSMS. Unauthorised use of the Site content could lead to prosecution.