



Finnbar's Force Family Fiesta Weekend

Visitor Cancellation and Refund Policy

Event: Finnbar's Force Family Fiesta Weekend

Venue: Applewood Hall and Countryside Park

Dates: Saturday 26 and Sunday 27 September 2026

1. Please check your booking

Please check the ticket type, date and quantity carefully before completing your purchase.

Tickets are for a leisure event taking place on specified dates. The statutory 14-day cancellation period that applies to many online purchases does not ordinarily apply to this type of dated event ticket. This does not affect any other statutory rights you may have.

If you make an obvious booking error, please contact Finnbar's Force within 48 hours of purchase. We will try to correct the booking where reasonably possible, subject to ticket availability.

2. Cancellation by a ticket holder

Tickets are non-refundable where a ticket holder:

- changes their mind;
- is unable to attend;
- arrives late or leaves early;
- is unable to attend because of travel difficulties; or
- decides not to attend because of the weather, where the event is still proceeding.

However, tickets may be transferred to another person. The original purchaser remains responsible for ensuring that the new attendee is given the relevant ticket information and event terms.

No partial refund will be given where fewer than four people use a family ticket.

Finnbar's Force may consider refund requests in exceptional circumstances at its discretion. This does not create an automatic entitlement to a refund in similar cases.

3. Cancellation of the whole event by Finnbar's Force

If Finnbar's Force cancels the entire event and it is not rescheduled, ticket purchasers will be entitled to a refund of the ticket price paid.

Any compulsory booking or transaction fee collected on behalf of Finnbar's Force will also be refunded where it is recoverable by Finnbar's Force. Separate charges imposed and retained by an independent ticketing or payment provider may be subject to that provider's terms.

Refunds will be returned to the original payment method wherever possible.

Finnbar's Force will not be responsible for additional costs incurred by visitors, including travel, accommodation, childcare or other personal expenses.

4. Postponement or change of date

If the event is postponed, tickets will automatically remain valid for the rescheduled date.

Ticket purchasers who cannot attend the rescheduled date may request a refund by following the instructions in the postponement announcement. Refund requests must be made within 28 days of that announcement, unless a longer period is specified.

Where no refund request is received within that period, the ticket will remain valid for the rescheduled event.

5. Cancellation of one event day

If Finnbar's Force cancels only Saturday or only Sunday:

- holders of a ticket for the cancelled day will be offered the opportunity to transfer their ticket to the alternative day, subject to availability, or to receive a refund of that ticket;
- holders of a weekend ticket will receive a reasonable partial refund reflecting the cancelled part of the event; and
- tickets for the unaffected day will remain valid and will not be refundable.

Finnbar's Force may instead offer weekend-ticket holders an appropriate alternative or credit, but visitors will not be required to accept this in place of a refund for the cancelled element.

6. Changes to the programme

The advertised programme, timetable, performers, activities, vendors and event layout may be changed where necessary.

A change to an individual performer, activity, session, vendor or timetable will not normally entitle a ticket holder to a refund, provided that the event as a whole still takes place and remains substantially as described.

If Finnbar's Force makes a fundamental change that materially alters the overall nature of the event, affected ticket holders will be informed of the options available.

7. Weather and circumstances outside our control

The Family Fiesta includes outdoor activities and will normally continue in ordinary rain or changeable weather. Visitors should dress appropriately for the conditions.

Finnbar's Force may change, suspend or cancel activities where necessary to protect the safety of visitors, volunteers, performers, suppliers or staff.

If severe weather or another circumstance outside our reasonable control makes it unsafe or impracticable for the event to proceed, the provisions relating to cancellation, partial cancellation or postponement above will apply.

8. Refusal of admission or removal

Finnbar's Force and Applewood Hall and Countryside Park reserve the right to refuse admission to, or remove from the event or campsite, any person who:

- behaves abusively, dangerously, unlawfully or in a way that may cause distress or disruption to others;
- fails to follow reasonable instructions from the event team, venue staff, marshals, stewards or safety personnel;
- causes, or is likely to cause, damage to the venue, campsite, equipment or property;
- breaches these event terms; or

- breaches any rules or conditions issued by Applewood Hall and Countryside Park, including rules relating to the venue, campsite, parking, noise, fires, animals, waste, vehicle movement and the use of accommodation or camping facilities.

Visitors using the campsite or accommodation should also read any separate terms supplied by Applewood Hall when making their booking.

No refund will be given where admission is refused or a visitor is removed because of their behaviour or breach of the applicable event, venue or campsite rules.

9. Children and family tickets

Children must be supervised by a responsible adult at all times.

Child tickets are for visitors aged 16 and under.

A family ticket admits up to two adults and two children. Additional adults or children require separate tickets and admission is subject to availability.

10. Camping, glamping and third-party purchases

Camping, glamping, food, drink and other goods or services purchased directly from Applewood Hall or another third party are separate contracts.

Refunds for those purchases are governed by the terms of the relevant provider. Finnbar's Force cannot issue refunds for money it has not received.

11. Donations

Where a purchaser chooses to make a separate optional donation alongside their ticket purchase, that amount is a charitable donation to Finnbar's Force and does not form part of the ticket price.

Optional donations are non-refundable, including where the event is cancelled, postponed or changed. Donations will be used to support Finnbar's Force's charitable work with children and families affected by childhood cancer.

This does not affect any refund due in respect of the ticket price itself.

12. How to request a refund

Where this policy provides a right to a refund, requests should be made using the contact details included in the cancellation or postponement announcement.

Any refund due will normally be processed within 14 days of approval, although banks and payment providers may take additional time to credit the purchaser's account.

13. How to correct a booking or request a refund

If you have made a mistake with your booking, for example by selecting the wrong ticket type, event day or number of tickets, please contact us as soon as possible at:

- Phone: 01603 213833
- WhatsApp (only): 07367 425981
- Email: info@finnbarsforce.org

We will try to correct genuine booking errors where reasonably possible, subject to ticket availability. Please include the purchaser's name, booking reference and details of the correction required.

Where this policy provides a right to a refund, requests should be made using the contact details above or the specific instructions included in any cancellation or postponement announcement.

Any refund due will normally be processed within 14 days of approval, although banks and payment providers may take additional time to credit the purchaser's account.

Statutory rights

Nothing in this policy excludes or restricts any rights that cannot lawfully be excluded or restricted.