

## **News from Citizens Advice Swale**

### **September 2025**

#### **Ticket refunds for cancelled events**

You may have seen stories in the news about people being left out of pocket if pre-booked events are cancelled at the last minute. How can you get a refund if this happens to you?

You won't be entitled to a refund if you change your mind about going or realise you can't go anymore - but if an event is cancelled, your refund rights will depend on how you bought the ticket.

If you bought your ticket from an official seller and the organiser cancels or reschedules the event, you should get a refund.

If you're having no luck getting a refund, check to see if the seller is a member of the Society of Ticket Agents and Retailers (STAR). If they are, you can use STAR's complaints procedure. STAR members should receive a refund at face value if the event is cancelled and the organiser has agreed to refunds.

You'll probably only get the face value of the ticket back - the amount printed on it. Some sellers might refund postage if the event is cancelled before the tickets are sent. If you had to pay any booking or card fees, you might not get those back.

If the official seller isn't a member of STAR, you may be able to get your money back another way, such as through your credit card company.

If you bought your ticket from a ticket-reselling website, refunds will depend on the site's terms and conditions.

If you bought from a private seller and the event is cancelled or rescheduled then it is unlikely you will be able to recover your money, but we still recommend you contact the seller.

Be aware of scams. If your event is cancelled and people or companies get in touch to offer their services to try to recover money on your behalf, be alert and make sure that you're looking out for the signs of a potential scam.

How can we help you?

**Drop-in sessions (no appointment necessary)**

**Monday:** 10am-12pm: Swale House, Sittingbourne

**Tuesday:** 10am-12pm: Sheppey Gateway, Sheerness (except the second Tuesday of every month, which is held at Sheerness East Working Mens Club)

**Tuesday:** 11.30am-1.30pm: Murston Family Hub, Tonge Road

**Wednesday:** 10am-12pm, 43 Stone Street, Faversham

**Thursday:** 10am-12pm, West Faversham Community Centre

**Friday:** 10am-12pm, 43 Stone Street, Faversham

**Telephone advice**

Call Adviceline on freephone 0808 278 7979 (Monday-Friday 10am-3.30pm)

**Email advice**

Contact us online at [www.citizensadvice.wale.uk/email-general-advice](http://www.citizensadvice.wale.uk/email-general-advice) (Monday-Wednesday)

**Debt advice**

Request a call back from our specialist money advice team at [www.citizensadvice.wale.uk/debt](http://www.citizensadvice.wale.uk/debt)

To stay up to date with our opening times, please visit [www.citizensadvice.wale.uk](http://www.citizensadvice.wale.uk) or follow us on Facebook.