

**LATEST UPDATE FROM
MAKE IT, FARNBOROUGH
TUESDAY 9 MARCH - 2pm**



Thank you to everyone for their patience while we are busy sorting out the various issues arising from the cancellation of Sunday's show.

The following details the refund procedure for unused tickets and workshops:

Tickets purchased through Ticketweb and the ETES office in Staines:

All tickets are individually numbered and we will be able to identify all unused tickets. Refunds will be made via your original payment method. **All tickets purchased through the ETES office in Staines have now been refunded. TICKETWEB HAVE ADVISED THAT REFUNDS MAY TAKE UP TO 10 DAYS TO CLEAR THROUGH CUSTOMER ACCOUNTS.**

TicketWeb customers can expect their refunds direct from TicketWeb.

ETES customers can expect their refund from ETES Ltd.

If you bought your ticket via a craft shop, please contact the shop in question to obtain your refund.

50p Admin Charge

Whilst it is not a legal obligation, as a gesture of goodwill, ETES Ltd will be refunding the 50p admin booking fee on all unused Sunday tickets only.

3 Day Entry Tickets

If you purchased a 3 day ticket and only used it on one day, you are entitled to a 50% refund. (NB. The 3 day ticket is equivalent to 3 days for the price of two, making the third day of no face value, therefore no refund for this third day is due). **As TicketWeb are unable to undertake partial refunds, ETES will be sending cheques to you this week.**

Workshops

Anyone who has pre-booked and prepaid for a Sunday workshop is entitled to a full refund. Refunds will be made via your original payment method.

All Sunday workshops booked prior to show have been refunded.

Any Sunday workshops booked at show, please return your vouchers to us with your contact details and a refund will be made to you.

Complimentary Tickets

Unfortunately, ETES cannot make a refund for a ticket that has no face value.

ETES Organisers (01784 880890)

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