

Force Majeure

The event will always go ahead in the event of bad weather. Please check the weather forecast in advance and be prepared. The evening will only be cancelled if the weather conditions present a danger to customers. Patrons accept the risk that weather they consider unsatisfactory may occur on a display night and acknowledge that tickets will not be exchanged or credited unless the display is cancelled by Medway Yacht Club.

In the unlikely event that the display is cancelled, we will aim to give as much notice as possible, you will be notified by phone call or email.

Cancelled / Postponed / Rescheduled events

If the display is postponed or cancelled, you are entitled to a refund. This refund is for the face value of the tickets only and does not include any fees paid.

Medway Yacht Club cannot be held responsible for any costs incurred by the customer for travel, accommodation or any other related service or product pertaining to attending the event.

Refunds Policy & Ticket Limits

Once purchased, tickets cannot be transferred, exchanged, or returned unless the event is cancelled, moved to another date, or if details of the event are significantly changed after an order is placed (significant changes being no display or bonfire). A Full refund will be given for the face value of the tickets only and does not include any fees paid if 48 or more hours are given by the customer to cancel.

Customers are advised to check their purchase upon receipt. All customers will be issued with a confirmation email that will be sent to the (email from Eola our booking agent) address provided at the point of purchase. If you have any queries regarding your booking, please contact Medway Yacht Club. Details of how you can do that can be found here.

01634 718399 or office@medwayyachtclub.com

Should the maximum ticket limit be reached and you have purchased tickets already there is no refunds or extensions for the maximum permitted number of guests.

Change of personal details

It is the responsibility of the customer to inform Medway Yacht Club if any contact phone number or email address, both before and after receipt of the goods. Please note that our preferred method of contact for customers booking online is by email, so care should be taken to provide a current, valid email address.

Admission to the Event

The right of admission to an event is reserved by Medway Yacht Club, who may take health and safety, environmental and security concerns into account at their reasonable discretion and may from time to time carry out security searches.

Please note no refunds will be offered to customers who are refused entry or ejected from a venue on account of late arrival, declining to be searched, abusive, threatening, drunken or other antisocial behaviour (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorised audio, video, or photographic recordings.

Please note, filming and photography may be in progress the display. By entering the event you consent to being filmed or photographed. All official photographers and film crew will have identification.

Fraudulent bookings

By confirming your order, you agree that the tickets are for the personal use of you and your party only and will not be resold or transferred. Any resale or attempt to resell the tickets at a price higher than purchased will result in your orders being cancelled without prior notification.

In order to prevent fraud and to protect both parties, you may be asked to provide additional information after your booking so that we can verify your purchase.

We reserve the right to cancel any order that further to investigation we deem to be possibly of a fraudulent nature. These checks may include, but are not limited to, a request for the original credit or debit card statement, an attempt to contact a customer by telephone, or reference to records to check for other fraudulent activity at an address.

Privacy Policies

Medway Yacht Club or Eola our bookings agent will not share your personal information for marketing or any other purposes without your consent unless where required by law. We will always respect your privacy and any personal communication between you and ourselves. We will always comply with any data protection legislation currently in force.