

Events Terms and Conditions

Personal cancellation

Make sure when you book your tickets you can attend the event. Tickets are for personal use only. Once you have booked your ticket, we may not be able to cancel or exchange it. If you are no longer able to attend the event and we cannot refund or exchange it, you may re-sell your ticket for the face value of ticket unless it is prohibited by law or the event organiser. It is your responsibility to check with us before attempting to resell your tickets. Any re-sale of tickets must incorporate these terms and conditions. For certain events the event organiser may apply restrictions to tickets.

Tickets sold or being offered for sale for commercial gain or profit is strictly prohibited and we reserve the right to cancel such tickets without refund and/or refuse entry to the event.

If you are unable to attend due to medical reason or being unwell, we are unable to cancel or refund your tickets.

Missed Ferry – Drakes Island Skirmish Only

Timings for events on Drakes Island are dictated by ferry times and availability. If you miss your allocated ferry for these events for whatever reason, we are unable to refund the cost of your event and ferry ticket. We always recommend leaving plenty of time to arrive and find parking.

Event cancellation

If an event is cancelled by the organiser or we can only refund the face value of your tickets. We will do our best to contact you by email, phone or in writing using the details you submitted to us when you booked your ticket.

Please be aware that it is your responsibility to check that the event is going ahead as advertised. We cannot always guarantee that we can let you know of event changes, but we do try to do so. If the event is cancelled, or the date is changed after you have booked, we will be more than happy to arrange a face value refund for you. Please note that this face value refund will NOT include your booking fee.

Date changes

Sometimes the date for an event that you have booked for may change. If this occurs we will contact you by email, phone or in writing to let you know if your ticket is still valid or to find out if you wish to claim a face value refund. Please note that the Booking Fee is non-refundable. If there is a rescheduled date, there may be a time frame in which a refund can be claimed. If this applies it will be communicated to you on the email notifying you of the date change.

Event arrangements

Should an event be postponed or cancelled, we cannot be held liable for any additional costs you may incur for personal arrangements such as travel, accommodation, subsistence or any other associated service relating to the event.

Lost tickets

Make sure you keep your tickets safe, they are essentially cold hard cash! If you lose the email which includes your ticket, please let us know as soon as possible, so we can resend it. You will need a copy of your e-ticket to excess the event.

Notifying Us of problems

If you have a problem, for example if you haven't received your tickets, please do not leave it until the last minute to get in touch. It is important to contact us during normal office hours (Monday - Friday: 9am - 5.30pm), at least two working days before the event.

Ticket checking

As soon as you receive your e-tickets please check that they are correct and exactly what you have ordered. If your tickets are not what you have ordered please let us know immediately by contacting us at commandoforceairsoft@outlook.com

Event admission

Admission to an event is reserved by the promoter and the venue. They may want to conduct security searches (at their reasonable discretion) for safety reasons before allowing you admission to the event. Please be accommodating to such wishes, failing to do so could result in you being refused entry to the show.

Admission refusal

We cannot refund tickets for anyone who is refused entry, or thrown out of a venue due to any of the following:

- Late arrival, being or appearing to be underage (see notes below*) or declining to be searched.
- Abusive, threatening, drunken or antisocial behaviour, which includes smoking in a no smoking area.
- Carrying offensive weapons, illegal substances or making unauthorised audio, video or photographic recordings.

* Where an event or ticket carries an age restriction this will be clearly stated when you book your tickets. It is usually due to the license of the venue hosting the event. Please make sure you read all the information that applies to the event and ticket you want to book, and always carry proof of age if age restrictions apply.

E-Tickets/Print At Home

For our set up at events an e-ticket that is downloaded and printed will be offered. Each e-ticket issued will carry a unique barcode that will permit entry of 1 person. Photocopying multiple versions is futile and may result in the entire party being refused entry.

Ticket usage

By ordering tickets with us you agree the tickets that you buy are for personal use by you and your party only. Purchasing tickets with us means that you agree that the tickets will not be resold at any point. If you do sell or attempt to resell your tickets at a higher price than you have purchased them for, we may cancel any and all orders you hold with us without notice.

Ticket allowance

When booking your tickets, you will notice a maximum number of tickets that you are allowed to book. If you order more tickets than the maximum stated, we reserve the right to cancel the order. The maximum ticket allowance applies per person, per card and per household. We implement a maximum ticket allowance in order to give everyone a fairer chance of getting tickets for events.

Ticket variants

Where we use the term "ticket" or "tickets" in these terms and conditions, during the booking process and in confirmation emails, we refer to the method by which you gain entry to an event, which may not always involve the issuing of a traditional "paper" ticket. For example, you may be issued with a wristband. In addition, some venues now operate a "ticketless" approach where an order is for collection at the venue box office only. If this is the case we will make you aware of this.

Payment issues

Orders are accepted subject to payment being received from the card issuer. If we are unable to obtain payment, we reserve the right to cancel your order. However, we will do our best to contact you and obtain payment by other means first of all.

Fraud checks

With fraud unfortunately being a growing concern in our industry, you may be asked to provide us with additional information after your booking so that we can verify your purchase. Please understand that this is for the safety of your ticket purchase and the security of your card information.

Refunds

Where you are due a refund; the refund will be made to the original card used for purchase. This will normally show in your account 5-7 working days from the date of the refund being issued. If the card used has expired or you no longer have the account, we must wait for the refund to be rejected by the issuing bank. This will extend the timescale in getting the refund to you. Only when the refund has been rejected, can we then issue the refund to an alternative card. We may ask you for written confirmation that this new card belongs to you and you agree for the refund to be applied to it; failure to provide this confirmation will mean we cannot process a refund to you.

Bank charges

All payment and refund transactions, irrespective of currency, originate from the UK. We cannot be held liable for any additional charges your bank or credit card provider may apply to your transaction; such charges are completely out of our control.

Data protection

By placing an order, you confirm that you understand that you are agreeing to being contacted by us with marketing information about future events that may be of interest to you and other related information. If you do not wish to receive this information you will be able to opt out of any future marketing emails via unsubscribe links.

Pricing errors

While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of ticket(s) you have ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you, we will treat the order as cancelled. If you cancel and you have already paid, you will receive a full refund.