

ACP Bars and Events Ticket Refund Policy

Thank you for your support of our events. We recognise that circumstances may change, prompting the need for a clear and equitable refund policy.

1. General Policy

All ticket sales are deemed final, with exceptions specified herein. Refunds will only be granted under the conditions detailed in this policy.

2. Refund Eligibility

Customer-Initiated Cancellations:

Requests for refunds submitted 28 days or more before the event are eligible for a full refund.

Requests submitted within 28 days of the event are ineligible for a refund.

Event Cancellation or Rescheduling (by ACP Bars and Events):

If we cancel an event, a full refund will be issued. If the event is rescheduled, tickets will remain valid for the newly scheduled date. Should you be unable to attend the rescheduled date, you may request a full refund within 7 days following the announcement.

3. How to Request a Refund

To submit a refund request, please contact us via email at support@acpbars.co.uk. In cases of event cancellation, we will reach out to you to complete our Ticket Rescheduling and Refund Form, which will be distributed to all ticket purchasers upon our announcement.

Approved refunds will be processed to the original method of payment within 5 to 7 working days.

If you purchased tickets with XCover Ticket Protection, as seen below (Ticket Insurance including Quick Payout), please log into your XCover account and request a refund through their claims portal. Please visit <https://www.xcover.com/en-us/claim>

Make your tickets refundable

Get up to 100% of your ticket costs back if you can't attend your event for a number of specified reasons. [View terms](#)

*Required. Please complete this selection to continue

☒ **Yes, make my tickets refundable for £5.34 (inc. £0.49 VAT) per ticket**

- ✓ Illness or injury to you, another ticket holder, or immediate family member
- ✓ Severe weather, unexpected public transit delays, involuntary job loss and more
- ✓ Quick payouts once approved

☐ **No, don't protect my £66.75 ticket purchase**

 **29,840 people choose XCover to protect their tickets each week**

This protection is sold by Cover Genius. By clicking the button you confirm that you have read and agreed to the [Terms and Conditions](#).

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4. Non-Refundable Items

Please note that service fees, booking fees, and payment processing charges, if applicable, are non-refundable. Additionally, merchandise or add-on purchases made in conjunction with tickets are not eligible for refunds.

5. Transfers and Exchanges

In instances where you are unable to attend, tickets may be transferred to another individual. Kindly contact us at support@acpbars.co.uk to update the attendee's name at least 7 days before the event. In certain circumstances, tickets may also be exchanged for a future event at our discretion.

6. Contact Us

For any inquiries regarding refunds, please reach out to us via:

 support@acpbars.co.uk

 07715 392345