

Surrey Girls Socials

Booking Policy & Terms and Conditions

Policy review details

This policy was reviewed in January 2026.



Contract formation

A booking is confirmed and a contract is formed once payment has been received and a confirmation email has been issued by Surrey Girls Socials.

Ticket sales, cancellations, and refunds

All attendees must be aged 18 years or over to purchase tickets and attend Surrey Girls Socials events.

Tickets are generally non-refundable unless:

- the event is cancelled by Surrey Girls Socials; or
- a refund is required under applicable consumer law.

If you are unable to attend an event, tickets may be transferred to another individual in accordance with this policy.

Nothing in these terms affects your statutory rights under the Consumer Rights Act 2015.

Consumer cancellation rights

Under the Consumer Contracts Regulations 2013, purchases for leisure activities or events provided on a specific date are exempt from the standard 14-day cancellation period.

Once purchased, tickets cannot be cancelled unless otherwise stated within this policy.

Rescheduling or cancellation by us

Surrey Girls Socials reserves the right to reschedule, postpone, or cancel any event where necessary.

If Surrey Girls Socials cancels an event, attendees will be offered either:

- a full refund; or
- the option to transfer to a rescheduled date where applicable.

We are not liable for cancellations, delays, or changes caused by circumstances beyond our reasonable control, including but not limited to:

- severe weather;
- transport disruption;
- venue closure;
- public health emergencies; or
- other unforeseen events.

Transferability

Tickets may be transferred to another individual provided Surrey Girls Socials is notified at least 24 hours prior to the event.

Surrey Girls Socials reserves the right to refuse entry to any attendee who:

- does not meet the age restriction requirements;
- provides false information;
- appears excessively intoxicated; or
- behaves in a threatening, abusive, unsafe, discriminatory, or inappropriate manner.

No refund will be issued where entry is refused for these reasons.

Age restrictions

All attendees must be aged 18 years or over due to the nature of Surrey Girls Socials events

and venue licensing requirements in accordance with the Licensing Act 2003.

Valid identification may be requested at events or venues where alcohol is served.

Event details

Full event details, including venue information, event timings, and any applicable requirements, will be provided at the time of booking or prior to the event.

Surrey Girls Socials reserves the right to make reasonable amendments to venues, timings, activities, or event arrangements where necessary.

Behaviour and conduct

Surrey Girls Socials aims to provide a safe, respectful, welcoming, and inclusive environment for all attendees.

We reserve the right to refuse entry or remove any attendee whose behaviour is considered:

- disruptive;
- aggressive;
- abusive;
- discriminatory;
- unsafe;
- inappropriate; or
- excessively intoxicated.

Attendees are expected to behave respectfully towards:

- other attendees;
- venue staff;
- organisers; and
- members of the public.

No refunds will be provided where an attendee is removed from an event due to inappropriate behaviour.

Alcohol consumption

Some events may take place at licensed venues where alcohol is available.

Attendees are expected to drink responsibly and comply with all venue rules, licensing conditions, and applicable laws.

Surrey Girls Socials accepts no responsibility for issues arising from excessive alcohol consumption or failure to comply with venue policies.

Liability

While Surrey Girls Socials takes reasonable steps to support attendee safety and enjoyment, attendance at events is at your own risk.

Surrey Girls Socials will not be liable for:

- loss or damage to personal belongings;
- delays or interruptions outside of our control; or
- actions or omissions of third-party venues or service providers.

Nothing within this policy excludes or limits liability where it would be unlawful to do so, including liability for:

- death or personal injury caused by negligence;
- fraud; or
- any other liability that cannot legally be excluded under the laws of England and Wales.

Health and safety

Surrey Girls Socials is committed to prioritising the safety and wellbeing of attendees at events.

Attendees are responsible for:

- acting responsibly;
- following venue safety procedures;

- complying with emergency instructions; and
- notifying organisers of any immediate safety concerns during an event.

Venues utilised by Surrey Girls Socials remain responsible for maintaining their own health and safety compliance, emergency procedures, licensing requirements, and premises safety obligations.

Any incidents, claims, or disputes relating to injuries or losses will be handled in accordance with applicable UK legislation.

Accessibility

Surrey Girls Socials is committed to being inclusive and welcoming.

If you have any accessibility requirements or require reasonable adjustments, please contact us prior to the event and we will make reasonable efforts to support your attendance where possible.

Payment requirements

Payment for tickets must be made in full at the time of booking.

Bookings are not confirmed until payment has been successfully received.

Surrey Girls Socials reserves the right to refuse entry where payment has not been received or payment has later been reversed or disputed.

Memberships

Where Surrey Girls Socials offers memberships, additional membership terms may apply.

Membership benefits, renewal terms, cancellation rights, and eligibility requirements will be outlined separately where applicable.

Surrey Girls Socials reserves the right to suspend or terminate memberships where members breach this policy or behave inappropriately towards organisers, venues, or other attendees.

Small business considerations

As a small independent business, Surrey Girls Socials carefully plans and commits to venue bookings, supplier arrangements, and event costs in advance.

For this reason, refunds are generally not offered unless required by law or where Surrey Girls Socials cancels an event.

Photography and media

Photographs and videos may be taken during events for promotional, marketing, and social media purposes.

By attending an event, you acknowledge that you may appear in photographs or video recordings used by Surrey Girls Socials.

If you do not wish to appear in media content, please notify us prior to the event and we will make reasonable efforts to accommodate your request.

Surrey Girls Socials is not responsible for photographs, videos, or content shared independently by attendees or third parties outside of our official channels.

Data protection and privacy

Surrey Girls Socials handles personal information in accordance with:

- the UK General Data Protection Regulation (UK GDPR); and
- the Data Protection Act 2018.

Personal information collected during bookings will only be used for:

- event administration;
- communication regarding bookings;
- membership management where applicable; and
- legal or safety obligations.

Your personal information will not be sold or shared unlawfully with third parties.

Please refer to our Privacy Policy for further information regarding how your data is collected, stored, and processed.

Dispute resolution

Surrey Girls Socials aims to resolve complaints and disputes fairly, professionally, and amicably wherever possible.

If a dispute cannot be resolved informally, it shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact details

For any queries regarding bookings, events, memberships, or this policy, please contact:

Surrey Girls Socials

Email: surreygirlssocials@gmail.com

END OF POLICY