

Bridgwater Guy Fawkes Carnival

Terms & Conditions

Privacy

We take your privacy very seriously, so that you can shop with confidence.

When you place an order at our online shop we collect personal information from you related to your order, such as your name, email, address and order information. This information is not used for any other purpose than to service your order.

All information you submit is treated with confidence and will not be shared with any other bodies.

To process your order efficiently we use the reputable third-party banking service PayPal through their secure site to handle our credit and debit card transactions. They receive the information needed to verify and authorise your payment and if your order is placed online forward you a transaction receipt.

All orders received are distributed by Bridgwater Guy Fawkes Carnival.

Bridgwater Guy Fawkes Carnival cannot accept any responsibility for the content or privacy policies of third party websites that may be linked to our web pages.

Refunds

We hope you are pleased with your purchase, however if for some reason you are not simply return the item to us within seven days of receipt in the original, undamaged packing and providing the product is unused and in a resaleable condition we will be happy to make a refund or make an exchange. Please note in the case of a DVD a refund will only be made if the shrink wrapped cover is unbroken.

If the product is not returned as above we reserve the right to decline a refund.

If you are returning an item due to an error on our part or because it is damaged or defective, we will refund the cost of the postal charges incurred in returning the item to us. We will not refund postage on items returned that are simply unwanted.

All items returned will be checked and if the item returned is found to be without fault, we reserve the right to decline a refund of postal charges.

All returns are made at your risk and cost; we cannot accept any responsibility for items lost in transit.

Cancellation – General

If you cancel your order within 30 days of placing it and prior to it being dispatched we will make a full refund of your order value, after 30 days we reserve the right to make a small deduction for any transaction costs incurred.

Cancellation - Grandstand Seats

Refund if 10 seats or more returned:

If cancellation is received more than 30 days prior to Carnival day – full refund less 10% administration fee of the returned ticket value.

If cancellation is received 30 days or less prior to Carnival day – 50% refund less £5 administration fee.
No refund for cancellations received within 14 days of Carnival day.

Refund - less than 10 seats returned:

If cancellation is received more than 30 days prior to Carnival day – full refund less £5 administration fee.
If cancellation is received 30 days or less prior to Carnival day – 50% refund less £5 administration fee.
No refund for cancellations received within 14 days of Carnival day.

Cancellation – Coach Parking

If cancellation is received more than 30 days prior to Carnival day – full refund less £5 administration fee.
If cancellation is received 30 days or less prior to Carnival day – 50% refund less £5 administration fee.
No refund for cancellations received within 14 days of Carnival day.

Delivery of Goods

We aim to deliver all goods relevant to the current Bridgwater Carnival year (i.e. DVD's & Calendars) within 28 days of the carnival taking place, items not dependant on the current Bridgwater Carnival year will be delivered within 28 days of order receipt. Concert & Grandstand seat tickets will be delivered as indicated on our "Shop page".

None of the above conditions affect your statutory rights when good are faulty, or not as described.

Disclaimer

We have taken care in compiling the information on our website and the information is posted in good faith.

The content is not guaranteed as details can change, we therefore cannot accept liability for injury, loss or damage arising from inaccuracies, omissions or interpretation of the content. If you believe any content to be incorrect please contact us.

You should be aware that if we are requested by the police or any regulatory or government authority investigating suspected illegal activities to provide your personal details and/or information concerning your activities whilst visiting this site, we shall do so.

Copyright

© Copyright of the contents of this website is owned by Bridgwater Guy Fawkes Carnival 2014 unless otherwise indicated.

Contact

Any queries should be sent to shop@bridgwatcarnival.org.uk.

Or

Bridgwater Guy Fawkes Carnival
7 Quantock Way
Bridgwater
Somerset
TA6 7JZ

01278 421795

Company No: 2410415
Charity No: 1120551