Ticket Refund Policy

Welling United FC aims to provide a fair and transparent ticketing service for all supporters and event attendees.

1. General Policy

All ticket purchases are non-refundable except in the circumstances outlined below.

2. Match Postponement

If a fixture is postponed and your ticket remains valid for the rearranged date, no refund will be offered.

If you are unable to attend the rearranged fixture, you may contact the Club to request a refund or ticket credit. Any such requests will be considered at the Club's discretion.

3. Match Cancellation

If a fixture or event is cancelled and is not rearranged, ticket holders will be entitled to a full refund of the face value of their ticket.

4. Abandoned Matches

In the event of a match being abandoned, any refund or ticket replacement will be determined in accordance with the competition rules and at the discretion of Welling United FC.

5. Customer Errors

Refunds will not normally be issued where:

- The purchaser selects the wrong ticket type.
- The purchaser is unable to attend the fixture or event.
- Tickets are purchased in error.
- Tickets are lost, damaged, or transferred to another person.

6. Event Changes

Welling United FC reserves the right to make reasonable changes to event timings, venues (where applicable), or arrangements without liability for additional costs incurred by attendees.

7. Refund Requests

Any refund requests should be submitted as soon as possible by emailing:

events@wellingunited.com

Please include:

- Full name
- Booking reference
- Event or fixture details
- Reason for the request

8. Processing Refunds

Approved refunds will be processed using the original payment method wherever possible. Processing times may vary depending on the payment provider.

9. Contact

For any ticketing enquiries, please contact:

Welling United FC
Park View Road
Welling
Kent
DA16 1SY

Email: events@wellingunited.com