Welling United CIC – Online Ticket Sales Terms & Conditions

Last Updated: June 2026

1. Introduction

These Terms & Conditions govern the purchase and use of tickets sold by Welling United CIC ("the Club", "we", "our", "us") through our online ticketing provider, Total Tickets.

By purchasing a ticket, you agree to be bound by these Terms & Conditions.

2. Ticket Purchases

2.1 All tickets are subject to availability.

2.2 A contract between the purchaser and Welling United CIC is formed once payment has been successfully processed and a booking confirmation has been issued.

2.3 The Club reserves the right to refuse any booking at its discretion.

2.4 Tickets may not be resold for commercial gain without the prior written consent of the Club.

3. Pricing and Payment

3.1 All ticket prices are displayed in Pounds Sterling (£).

3.2 Any booking fees or transaction charges will be clearly displayed before purchase.

3.3 Full payment must be received before tickets are issued.

3.4 The Club reserves the right to amend ticket prices at any time prior to purchase.

4. Admission

4.1 A valid ticket must be presented for entry, either electronically or in printed form.

4.2 Admission is subject to compliance with the Club's ground regulations and applicable competition rules.

4.3 The Club reserves the right to refuse admission or remove any person whose behaviour is deemed unacceptable, abusive, threatening, discriminatory, intoxicated or likely to cause disruption.

4.4 No refund will be provided where admission is refused due to a breach of these Terms & Conditions or ground regulations.

5. Fixture Changes

5.1 Match dates, kick-off times and event schedules are subject to change.

5.2 Tickets will remain valid for any rearranged fixture unless otherwise stated.

5.3 The Club shall not be responsible for any travel, accommodation or other consequential costs incurred by ticket holders.

6. Refunds and Cancellations

6.1 Ticket purchases are non-refundable except where required by law or as outlined in the Club's Refund Policy.

6.2 If an event is cancelled and not rearranged, ticket holders may be entitled to a refund of the ticket face value.

6.3 Where a fixture is postponed and rearranged, tickets will normally remain valid for the new date.

6.4 Refund requests must be submitted to events@wellingunited.com.

7. Lost, Stolen or Damaged Tickets

7.1 The purchaser is responsible for safeguarding tickets after purchase.

7.2 The Club may, at its discretion, issue replacement tickets where proof of purchase can be provided.

7.3 The Club reserves the right to cancel any ticket that has been reported lost or stolen.

8. Season Tickets and Membership Products

8.1 Additional terms may apply to Season Tickets, memberships and hospitality packages.

8.2 Details of such terms will be provided at the point of purchase where applicable.

9. Photography and Media

9.1 By attending a match or event, spectators acknowledge that photography, filming and audio recording may take place.

9.2 Images and recordings may be used by the Club for promotional, marketing, commercial and editorial purposes without compensation.

10. Personal Data

10.1 Personal information will be processed in accordance with the Welling United CIC Privacy Policy.

10.2 The Club and its ticketing provider may use personal information for ticket fulfilment, event administration and communication relating to purchased tickets.

11. Force Majeure

11.1 The Club shall not be liable for failure to perform its obligations where such failure results from circumstances beyond its reasonable control, including but not limited to adverse weather, government restrictions, public health emergencies, strikes, power failures or safety concerns.

12. Limitation of Liability

12.1 Nothing in these Terms & Conditions shall exclude or limit liability for death or personal injury caused by negligence, fraud or any liability which cannot be excluded by law.

12.2 Subject to clause 12.1, the Club's total liability shall not exceed the face value of the ticket purchased.

13. Governing Law

13.1 These Terms & Conditions shall be governed by and construed in accordance with the laws of England and Wales.

13.2 Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

14. Contact Details

Welling United CIC
Park View Road
Welling
Kent
DA16 1SY

Email: events@wellingunited.com

Website: www.wellingunited.com