

St.John's Church, Chilcompton: Online Tickets Terms and Conditions.

1. General Conditions.

- a. We use a Ticketing system provided by our admin system [iKnow Church](#), which in turn uses [Stripe](#) to administer online payments.
- b. We add on a minimum transaction fee, based on the price of the ticket, to cover the processing fees applied by iKnow Church and Stripe.
- c. In the event of a refund, we are only able to refund the ticket price net of transaction fees, as these are not refunded by iKnow Church and / or Stipe.
- d. Please note that depending on ticket sale volumes, refunds may take a few weeks process.

2. Data Usage.

- a. The ticket purchaser must ensure they use a valid email address to ensure safe delivery of the ticket(s).
- b. Where multiple tickets are purchased in a single transaction, the same name and email address may be used for all tickets purchased.
- c. We do not collect, store, or use any personal data submitted, but it may be retained by iKnow Church and Stripe.

3. Refunds.

- a. Refunds are solely at our discretion, but we will always seek to honour all reasonable requests. Such refunds are subject to the General Conditions defined above.

4. Event Cancellation.

- a. Should we cancel an event, refunds will be given subject to the General Conditions defined above.

5. Event Check-in.

- a. Online ticket holders must present their ticket, either printed or via a mobile smartphone, at the point of entry. All online tickets may be subject to verification by scanning.

6. Further information or issues.

- a. For further information or in the case of any issues, please [contact the editor](#).