

**Q - The show has been cancelled, will I be issued a refund for my ticket?**

A - we will be in touch shortly with all the information you need to get a refund.

**Q – Will the show be rescheduled?**

A – The show will not be rescheduled but we will still be running our other events, full details can be found at [ichfevents.co.uk](http://ichfevents.co.uk)

**Q - I have bought workshop tickets, will I be issued a refund?**

A - Yes, we will be in touch regarding a refund for anyone that has booked their workshops.

**Q - I booked my hotel through the recommended booking agency, TSC Hotels & Venues - can I transfer my booking or get a refund?**

A - Please contact TSC directly on 01355 354655 and they will be pleased to advise you.

**Q - I have pre-paid for parking, will I be able to get a refund or use it for the new show dates?**

A – You are able to cancel your booking and receive a refund if cancelling more than 48 hours before the show opens. If you would like to cancel your booking please notify ExCeL by emailing [parkingonline@excel.london](mailto:parkingonline@excel.london) or call 020 7069 4568

**Q - Can I get a refund on pre-booked train travel?**

A - Train operators may offer a refund on your tickets. You're more likely to get a full refund if the train you were intending to take is delayed, or your reservation is not available. You may have to pay a £10 cancellation fee if your booked service is running normally. Some advance tickets and special offers may be non-refundable, so check the terms and conditions of the train operating company.