

# TICKET PURCHASES 2017

## Further Information and Terms & Conditions



We have introduced charges for some of our festival walks in 2017, in order to raise money to fund future editions of LWWF. Many walks that don't request a fixed ticket purchase will invite voluntary donations from participants. We appreciate every penny that you give to the festival and hope that you understand the need for this approach.

### **Ticket Prices**

We have kept prices as low as possible. Most ticketed walks have been priced in the following way:

- Walks of 0 to 3 miles - £2
- Walks of 3+ to 8 miles - £3
- Walks of 8+ miles - £5
- Under 18s go free

A small number of walks have a special price (e.g. The Great Walk, Bushcraft Family Day) where there are additional costs or benefits.

### **Buying Tickets**

You can either buy tickets singly (paying the price advertised in the brochure) or you can buy a ticket card in advance. If buying individual tickets we request that you do this online (follow the link with each walk entry on the website) but you can also pay with cash on the day. Please bring the correct money to make life easier for our walk leaders!

### **Individual Tickets**

We are using [www.wegotickets.com](http://www.wegotickets.com) for our online ticket sales. Each ticket incurs a booking fee but this will be absorbed by us and not added on to your ticket purchase. WeGotTickets requires you to register on their system to make a purchase, much as any other online retailer would. This is free and simple to do.

### **Ticket Cards**

A ticket card purchase enables you to go on a fixed number of walks, of any length/cost\* during the festival. For instance, you could buy a 5 x walks ticket card and go on ANY\* 5 charging walks, whatever their length.

Ticket cards are available in the following values:

- 5 x walks £10 (early bird price £8)
- 10 x walks £20 (early bird price £18)
- Unlimited walks £30 (early bird price £25)

The early bird price is available between 1 March – 18 April.

To purchase a ticket card, simply click on the 'Buy a Ticket Card' button on the website, which will take you to a secure payment page with our host organisation Heritage Lincolnshire, where you can select the ticket card you wish. Alternatively you can send a cheque (**marked with your address and 'LWWF Ticket Card' on the reverse**) to Navigation Warehouse, Riverhead Road, Louth LN11 0DA. We will post out your ticket card for free.

Ticket cards will also be available to purchase at the festival launch event on Saturday 20 May.

\*The ticket card **does not** cover walks that cost more than £5 per person (for instance The Great Walk / Bushcraft Family Day).

### **Booking Walks**

A number of our walks have to be booked in advance (for instance where the group number has to be limited, or catering planned). For practical reasons it isn't possible to buy an online ticket for these walks, please contact the walk leader in the normal way to book your place and ensure that you take the correct change (or a ticket card if relevant) with you on the day.

### **Donations to good causes**

Many of our walk leaders have traditionally contributed any donations to their own good causes. Where another organisation is mentioned in the 'Cost' section of a walk entry in the brochure or on the Walks page, this means that the ticket or donations income will be split 50/50 between the walking festival and this local good cause.

### **Ticket Purchase - Terms and Conditions**

We recognise that purchasing a ticket in advance means that you will be paying up-front for specific walks. The following terms and conditions are intended to clarify key points about how our ticket purchasing operates. We reserve the right to amend and update these conditions at any time.

1. If we have to cancel a ticketed walk for any reason, for instance adverse weather conditions or the ill health of a walk leader, then we will refund your ticket. Just forward your online ticket to the festival co-ordinator at [lwwf@heritagelincolnshire.org](mailto:lwwf@heritagelincolnshire.org) and we will organise repayment.
2. If you are not able to attend the walk for any reason unfortunately we will not be able to reimburse you when the decision not to take part has been made by you (for whatever reason). WeGotTickets does not allow the resale of tickets purchased from them but you can reallocate your tickets via your [www.WeGotTickets.com](http://www.WeGotTickets.com) account
3. You should take evidence of your walk purchase (either a ticket / ticket reference number or ticket card) with you to your walk. Your walk leader will need to check that you have paid in advance in order not to request cash on the day.
4. Please be aware that each online ticket will have a unique reference code and these will be forwarded to walk leaders before each walk. Each walker, over 18 years, will be required to have a unique ticket reference, ticket card or pay on the day!
5. Please take the time to also check the terms and conditions on the We Got Tickets website <http://www.wegottickets.com/tandc>

6. A ticket card will only cover walks costing the core charges of £2, £3 and £5. For the limited number of walks outside these charge bands, a separate payment will have to be made.
7. A ticket card will only cover 'ticketed' walks. It cannot be offered in lieu of donations, for a walk which is free but invites a voluntary contribution\*. It can also not be used to cover additional costs such as local car parking charges where a payment is requested by the host organisation.

\* A voluntary donation is just that. No one is expected to make a contribution, you can walk for free. However we will be delighted if you feel able to support the festival on these walks.

Thank you in advance for your patience and support. There are 54 walk leaders for the 2017 festival and they are all having to get to grips with our new system. If you have any queries, comments or concerns about any of the above please do contact us at [lwwf@heritagelincolnshire.org](mailto:lwwf@heritagelincolnshire.org) or by phoning 01529 461499.

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