



Sporting Getaways

Cancellation Policy

Clear cancellation, amendment and refund rules for sporting events, hospitality, accommodation and associated travel services booked through Sporting Getaways LTD.

Sporting Getaways LTD

Company No. 15342592

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Cancellation Policy

Important: Please read this policy before completing your booking. Sporting event tickets, hospitality and other date-specific services are often committed to suppliers immediately after confirmation and may not be refundable if you later decide not to travel or attend. This policy should be read together with our Booking Terms & Conditions.

1. About this policy

This Cancellation Policy applies to bookings made with **Sporting Getaways LTD** for sporting event tickets, hospitality, accommodation and associated travel services.

Different legal rights can apply depending on exactly what you purchase. In particular, a booking that legally constitutes a package under the Package Travel and Linked Travel Arrangements Regulations 2018 may carry additional cancellation and refund rights. Those statutory rights will apply where relevant and will take priority over any inconsistent wording in this policy.

2. Customer cancellations - final sales

All bookings made through Sporting Getaways are considered final once confirmed.

Tickets, hospitality packages, accommodation, travel arrangements and other services are **non-refundable and non-transferable where permitted by law** if you change your mind, are unable to attend, no longer wish to travel, or choose not to use the booking.

Telling us that you will not be attending does not, by itself, create a right to a refund.

Many of the services we sell are provided for a specific date or period. As a result, the usual 14-day cancellation right that can apply to some online purchases does not automatically apply to many leisure, event and accommodation services of this type.

Nothing in this section removes any statutory right you may have under UK consumer law or applicable package travel legislation.

3. If you need to cancel

If you cannot use your booking, please tell us as soon as possible in writing at info@sportinggetaways.co.uk.

Please include:

- the lead booker's full name;
- your booking reference, if available;
- the event or trip concerned;

- the names of the travellers affected; and
- a clear statement that you wish to cancel or will not be using the booking.

We will confirm receipt and explain whether any amendment, credit, resale, supplier refund or other option is available. We do not guarantee that any such option will be possible.

4. Amendments and name changes

If you wish to change a confirmed booking rather than cancel it, contact us as soon as possible. We will make reasonable efforts to assist, but amendments are subject to supplier rules and availability.

Where a change is possible, you may need to pay reasonable costs such as name-change fees, ticket reissue charges, hotel amendment fees, price differences or other supplier charges. Some tickets and hospitality products cannot be transferred or amended after issue or after passenger information has been submitted.

5. Event cancelled by the organiser

If the event organiser cancels an event and no replacement or rescheduled event is offered, Sporting Getaways will provide the refund or other remedy to which you are legally entitled, taking into account the type of booking and the terms that lawfully apply to the relevant service.

If your booking contains separate services, cancellation of the event does not necessarily mean that every other service is also cancelled. For example, a hotel or transport service that remains available may be subject to its own cancellation terms. This does not affect any broader rights you may have where the booking legally constitutes a package.

6. Postponed, rescheduled or relocated events

Sporting events can be postponed, rescheduled, relocated or have their date, kick-off time or start time changed after booking because of television selection, competition requirements, weather, security, governing-body decisions or other organiser decisions.

If your ticket or hospitality remains valid for the revised event, your booking will normally remain valid for the new date, time or venue. A postponement or schedule change does **not automatically create a right to a refund**.

We will pass on relevant information received from the organiser or supplier as soon as reasonably practicable.

7. Cancellation or significant change by Sporting Getaways

We may occasionally need to cancel or materially change a booking because a supplier withdraws a service, an event is cancelled, availability fails, a safety or legal issue arises, or circumstances make the booking impossible or impracticable to perform.

If we cancel a service for reasons not caused by you and cannot provide an appropriate alternative, we will provide the refund or other remedy required by law and by the nature of your booking.

We will not rely on this policy to keep payments where doing so would be unfair or unlawful.

8. Package bookings

If your booking legally constitutes a package, additional statutory rights apply.

You may terminate a package before it starts, although an appropriate and justifiable termination fee may apply where permitted by law.

You may be entitled to terminate a package without a termination fee where unavoidable and extraordinary circumstances at the destination, or its immediate vicinity, significantly affect performance of the package or the carriage of passengers to the destination.

If Sporting Getaways terminates a package in circumstances where the law requires a full refund, that refund will be provided without undue delay and within the statutory time limit, which is generally 14 days.

9. Refunds

Where a refund is due, we will tell you the amount and the basis for it. Refunds will normally be returned using the original payment method unless another method is agreed or reasonably necessary.

Payment providers and banks may take additional time to credit funds after a refund has been processed by us.

Any refund due for a package booking will be handled in accordance with the statutory timescales that apply to package travel.

10. Travel insurance

We strongly recommend that customers obtain suitable travel insurance as soon as they book, particularly for overseas trips or bookings involving accommodation.

Depending on the policy purchased, travel insurance may provide cover for circumstances in which Sporting Getaways is not required to provide a refund, such as illness or another insured reason preventing you from travelling or attending.

11. Supplier cancellations and restrictions

Clubs, venues, hospitality providers, hotels and other suppliers may impose their own cancellation, amendment, admission and ticket conditions. Where those conditions lawfully form part of your booking, they may affect whether a change, transfer or refund is available.

Where Sporting Getaways is legally responsible to you as organiser of a package, our statutory responsibilities are not reduced simply because another supplier provides part of the package.

12. How to contact us

Cancellation or amendment requests should be sent in writing to **info@sportinggetaways.co.uk**. For urgent assistance you may also telephone us on **+44 7942 151062**, but we may ask you to confirm the request in writing.

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This Cancellation Policy forms part of Sporting Getaways LTD's customer-facing booking information and should be read together with the Booking Terms & Conditions and Privacy Policy. Nothing in this policy excludes or restricts statutory consumer rights that cannot lawfully be excluded.