

Colchester + Ipswich Museums Refund Policy

Event and Activity Bookings

1. Any event information shared by Colchester + Ipswich Museums (CIMS) will be correct at the time of booking.
2. All bookings are subject to change.
3. In the unlikely situation that CIMS need to cancel an event, we will notify ticket holders at the earliest opportunity. Where possible, a full refund or the option to change the booking will be offered.
4. Cancellations by ticket holders up to 48 hours before an event (excluding Knightzzz at the Museum) will be refunded in full. After this time, an option to transfer the booking to another event where possible will be at CIMS discretion.
5. If ticketholders do not attend an event and have not attempted to notify CIMS, then no refund or booking transfers will be offered.
6. This does not affect your statutory rights.
7. For Group and Business booking please refer to your T&Cs or ask a member of the team.

Returns

1. Colchester + Ipswich Museums are committed to reducing waste. We will now only be printing a receipt on request.
2. We hope that you are happy with your giftshop purchase, but should you change your mind you can receive a full refund or exchange up to 14 days after the date of purchase with a valid proof of purchase. The item/s being returned must be saleable condition.
3. If you find that your item is faulty, we will refund or exchange as require, within a reasonable timeframe. Proof of purchase will be required.
4. Refunds will be processed via the original payment method.
5. This does not affect your statutory rights.