

Sewing for Pleasure, Fashion & Embroidery and the Creative Craft Show – 19-22 March, NEC Birmingham

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

A - Good news, your ticket will be automatically validated for the new show date. You don't need to do anything. Simple come along and bring your original ticket with you.

Q - I have a VIP ticket - do I need to rebook for the new dates?

A - Good news, your ticket will be automatically validated for the new show dates. You don't need to do anything. Simple come along and bring your original ticket with you.

Q - I can't make the new date, can I get a refund on my ticket?

A - Yes, there will be the option to get a refund, please email the ticket office on info@ichf.co.uk within 30 days.

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

A - Yes, we will refund all workshop tickets and you will be able to purchase these again for the postponed show once the updated workshop programme has been announced.

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

A - The NEC parking T&Cs state that: If the event which you are due to attend at the NEC is rescheduled, we will amend your Booking accordingly. If you are unable to attend the re-scheduled date, you should contact us by email prior to the re-scheduled date and we will issue a refund for the amount we received from you for the Booking to the card which the payment was made.

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 - Will the programme and exhibitors be the same for the postponed show?

A - We will aim to keep the programme the same where possible, subject to exhibitors and features being available for the new dates.

Q - What are the dates for the new show?

A – Sewing for Pleasure, Fashion & Embroidery and the Creative Craft Show will take place 25-28 June at the NEC, Birmingham.

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

A - If you booked with our Avanti West Coast special offer, you will be able to amend your Advance ticket to another date. You can change the date and time of tickets bought on their website by calling their support team on 0344 556 1394. They're available from 8am to 10pm, 7 days a week.

For all other train operators, you may be able to get 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.

Cake International on Tour and the Creative Craft Show – 24-25 April, Excel London

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

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 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.

Weald of Kent Country Craft Show – 1-3 May, Penshurst Place nr Tonbridge

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

A - Good news, your ticket will be automatically validated for the new show date. You don't need to do anything. Simple come along and bring your original ticket with you.

Q - I can't make the new date, can I get a refund on my ticket?

A - Yes, there will be the option to get a refund, please email the ticket office on info@ichf.co.uk within 30 days.

Q - Will the programme and exhibitors be the same for the postponed show?

A - We will aim to keep the programme the same where possible, subject to exhibitors and features being available for the new dates.

Q - What are the dates for the new show?

A – Weald of Kent Country Craft Show will be taking place on Saturday 25-Monday 27 July (amalgamated with, and replacing, the Weald of Kent Country Craft Show 4-6 September)