



Five Pillar

Refund & Cancellation Policy

At Five Pillar Markets, we are committed to delivering high-quality services and providing an excellent experience for all our customers. By hiring a stall with us, you agree to the following No Refund policy, which outlines our terms for cancellations, refunds, and exceptional circumstances.

1. No Refunds After Service is Provided

Once the stall hire service has been fully carried out, including:

- The reservation of dates,
- Provision of access to the stall,
- Or any related services have been provided (e.g., installation, setup, etc.), no refunds will be issued under any circumstances.

2. Cancellation by You (The Hirer)

- **Right to Cancel:** You have the right to cancel your stall hire booking within 25 days of booking confirmation (if booked in advance) provided the service has not yet been performed. If you wish to cancel within this period, you must contact us in writing at markets@fivepillarevents.com with your booking details and reason for cancellation.
- **Full Refund:** If the cancellation occurs within the 25-day window and the service has not been provided, you will be eligible for a refund within 5-7 business days from the date of cancellation.
- **No Refunds After 25 Days:** If you cancel the booking after the 25 day period, you will not be eligible for any refund, regardless of the reason for cancellation.

3. Non-Transferable Bookings

- **Non-Transferable:** Once your booking is confirmed, stall reservations are non-transferable. You cannot transfer your booking to another individual, party, or a different date once the booking is confirmed.
- **No Rescheduling:** If you need to change the date of your booking or transfer your reservation to someone else, this will not be permitted under the terms of our No Refund Policy. We encourage you to make sure of your availability and commitment before confirming your booking.

4. Exceptional Circumstances (Force Majeure)

In the event that Five Pillar Markets is unable to provide the stall or services due to unforeseen circumstances beyond our control (e.g., shopping centre closures, health and safety emergencies, government-imposed restrictions, strikes, or natural disasters), the following will apply:

- We will contact you immediately to inform you of the situation and discuss alternative arrangements.
- Alternative Dates: In such cases, you will be offered either:
 - A 75% refund for the full amount paid (if no alternative arrangement can be made), or
 - An alternative date for your stall hire, if available and suitable.
- If you decide not to accept an alternative date or arrangement, the partial refund will be provided within 10-15 business working days. However, in such cases, Five Pillar Markets will not be liable for any additional costs or losses incurred due to the cancellation (such as travel or accommodation expenses).

5. No Refund for Missed Stall Dates or Services

- No Show: If you fail to attend or set up your stall on the agreed date and time, your contract will be terminated and no refund or compensation will be provided.
- Failure to Fulfill Service: If you fail to meet any agreed conditions (e.g., late setup, improper conduct, failure to meet legal or safety requirements), your contract may be terminated and you will not be entitled to a refund.

6. Cancellation by Five Pillar Markets

- Cancellation by Us: If for any reason Five Pillar Markets is unable to provide the stall hire as agreed (outside of force majeure events), we will contact you immediately to discuss alternative arrangements, which may include rescheduling or offering a full refund of the booking fee.
- Liability: Five Pillar Markets will not be liable for any additional costs incurred by the Hirer in the event of a cancellation, except for the refund of the booking fee. We are not responsible for any indirect, special, or consequential damages arising from the cancellation.

7. Contacting Us for Cancellations and Refunds

To request a cancellation, ask for more information, or clarify any terms related to your booking, please contact us at:

Email: markets@fivepillarevents.com

Please include your order business name, the date of booking, and your reason for cancellation.

8. Consumer Rights Under UK Law

While our No Refund Policy applies to the terms listed above, we acknowledge that UK consumers have specific rights under the Consumer Rights Act 2015. These rights include:

- If services provided are not as described or are faulty, you may be entitled to a remedy such as a refund, repair, or replacement.
- The cooling-off period of 14 days for distance selling (applies to online bookings), but this is excluded for services where the customer has waived the right to a cooling-off period (e.g., by attending or using the service).

If any aspect of our policy is found to conflict with your legal rights, such provision shall be adjusted to comply with UK law.

Final Note: By confirming your booking with Five Pillar Markets, you acknowledge and agree to the terms outlined in this No Refund Policy. Please ensure you read and understand this policy before making any bookings.