

Tickets for Beerex 2020 will only be available online in the form of e-tickets. To help answer any questions that you may have please see below.

Questions & Answers

Buying Tickets:

How many tickets can I buy?

You may buy up to ten tickets for each of the sessions.

Can I buy tickets for more than one session?

Yes absolutely, but we ask you to respect the maximum of ten tickets total per person per session.

How do I buy tickets?

By visiting www.farnhambeerex.org.uk and following the "Buy your tickets" link.

How does the ticket purchase system work?

- Follow the instructions, ensuring that you have entered your details and email address correctly, the quantity that you would like to buy for each session (the total cost will be displayed), double check all the information entered and then make the payment.
- You will then receive, almost immediately, a personalised email confirming your order for ticket(s) for the session(s) you selected.
- That email will have a pdf attachment for each ticket purchased. Each pdf filename will identify the session and ticket number ordered, e.g. "Thu-evening-1of4.pdf" so in this instance there will be four Thursday evening pdf files attached as well as any other tickets purchased.
- Each ticket pdf file bears a **unique** reference number and corresponding QR code box.
- Each ticket will also identify; the session for which it is valid, how many tickets you have bought for that session and what number that ticket is of those that you have bought. For example, if you have bought four tickets for Thursday evening the four tickets will be identified in order as "Ticket 1 of 4", Ticket 2 of 4" etc.

Each QR code is unique, specific to each session and can only be used once. Please note: We are keen to avoid abuse of the ticket purchasing system and therefore ask that those who purchase tickets for friends pass QR codes onto others with great care and discretion. We have tried hard to emulate the flexibility we have always offered our loyal customers, but to retain that flexibility does require everyone's co-operation.

What is a QR code?

A QR code is simply a different form of bar code that can be read by scanning systems such as smartphones. It is a square black and white box, as opposed to a bar code which is a rectangular array of stripes, and looks similar to this:



What happens if tickets are sold out / not available?

The system will only allow you to order tickets for each session when tickets are available.

What if I usually buy tickets for friends/others?

If purchasing for more than one person you will need to ensure that the other people receive the ticket QR code for the ticket that you have purchased for them.

- Our preference is that you pass on a printed copy of the ticket and keep a note of the unique reference number of the supplied QR code. Alternatively, you could email the specific single ticket pdf onwards for printing by your recipient.

Another alternative is to share this website address with those persons for whom you normally purchase tickets, thus enabling them to buy directly and making it easier for you. You get your ticket and they get their own but tell them not to delay as Beerex typically sells out fast.

Payment:

How can I pay for the tickets?

The system will direct you to the payment page. All payments are via PAY PAL. **You do not need to have a PAY PAL account to process payment. The page has facilities to accept almost all credit cards or to take payment via PayPal accounts – whichever you wish.** If you have a PayPal account, then choose the PAY PAL option and progress as you would normally. If not, then choose a CREDIT CARD option.

Can I pay by cash, cheque or BACS?

You cannot buy online using these payment methods. If you don't have a credit card, debit card or PayPal account, please ask a friend or relative who does to purchase for you.

Are refunds payable if the tickets are no longer required?

No.

Can I resell my ticket if I don't need it anymore?

You can as your own private transaction for which you will hold responsibility. Please note: We do accept any responsibility for any third-party sales.

Using the QR codes to gain entry to Beerex 2020

As this is the first year of this system, we are asking all Beerex customers to bring a printed copy of their QR Code (i.e. print the relevant ticket pdf file) to facilitate swift entry to that session.

What do I do with the QR codes?

- If purchasing just one for say yourself, then you need to bring that QR code with you to Beerex. It is your ticket and will be scanned and verified to permit your entry into Beerex 2020.
- If you have passed QR codes onto somebody else, then they will need to present their unique QR code for entry.

What if I don't bring a paper copy?

Then you will need to be able to display the QR code on your smartphone or tablet to enable it to be scanned and verified.

What if I don't bring either?

- Assuming you are the ticket purchaser, then we will endeavour to check your purchase details, but you may be held in a queue for some time whilst we check, so do please try to remember to bring your ticket.
- If you are not the purchaser, then you will need to contact the person who passed the ticket onto you.

If a session is not sold out will tickets be available on the day of entry?

If there is availability, then you will be able to still buy online right up to the event, or at the door.

What if I buy multiple tickets to give to friends who arrive at different times?

Each entrant will need a ticket. If you arrive before the ticket holder and do not have your QR code, then you will need to await their arrival. If you arrive later then you will need to be able to call the ticket holder to come out to you. Just as with the old ticketing system, it's much better if you can distribute the individual tickets as soon as you get them.

If I have entered Beerex but then need to leave, but wish to return, can I do so?

All entrants will be hand stamped thus enabling a departure/return, the same as the pass out system that has operated for many years but eco-friendlier.

Will there be a help desk at Beerex?

Yes. We want everybody to enjoy their Beerex visit and will do our best to resolve any issues that may occur.

If your question has not been answered or if you require further information, please email enquiries@farnhambeerex.org.uk