**Questions & Answers updated 11/5/2020**

**Beerex 2020 is postponed.**

**Why has Beerex been postponed?**

The Beerex Committee have been advised by the management of the Maltings that, due to the Covid-19 crisis, the Maltings will not now be open for any large gatherings until at least the end of August and therefore as we can no longer use it as the venue for Beerex 2020 we have no choice but postpone until 2021.

**Why not use a different venue?**

We considered it. There isn’t another venue in Farnham that is large enough or suitable and there is no guarantee any location will be allowed to host a gathering of 1300 people in August.

**Couldn’t it be delayed to the winter?**

We considered it. Unfortunately, that isn’t a realistic proposition in terms of venue availability.

**Why not run a smaller Beerex somewhere else?**

It would not be Beerex and would potentially disappoint more people than it would please.

**What if Covid-19 persists?**

Each year we review our Health and Safety protocols and will ensure that we address every concern that may be related to Covid-19 or any other health issue. The safety of our staff and customers is paramount to us. In the event that a capacity limitation was imposed on us then we will adhere to it.

**My Tickets:**

**What should I do with them?**

**Hold on to them.**As you are probably aware Beerex tickets can be difficult to get hold of, and therefore we suggest that you hold onto them. You will be able to use the same tickets for the same session next year. You do not need to do anything different to that which you would have done this year.

 As a thank you for doing so, we will also be offering a ‘free first beer’, but only to those holding a 2020 ticket?

To date very few tickets have been cancelled and we therefore believe that the demand for the 2021 Beerex will be as great, if not greater than ever. Based on anecdotal information we do not anticipate large scale cancellations.

Please be aware that as we plan to open sale for any remaining tickets – there will be no ability for members of CAMRA or Lions to have a separate allocation – all returned tickets will be made available in 2021 on an open sale basis – first come first served.

**What if I lose the tickets or email?**

Don’t worry. We have a full record of all transactions and can help. Each ticket has its own reference and can only be used once.

**I don’t want to keep my tickets. What are my options?**

There is an opportunity to request a full or partial refund from the 11th May 2020 until June 19th.

Please see the refund link: [www.farnhambeerex.org.uk/refund](http://www.farnhambeerex.org.uk/refund).

Your options are:

·         Cancel all or some of the tickets that you purchased and ask for a full or part refund for them.

·         Cancel all or some of the tickets that you purchased and to donate all monies to our charity.

**A donation?**

The cancellation of Beerex means that it will not be able to make the substantial annual donation to the Lions Club of Farnham and that will have a major impact on the Lions ability to support good local causes over the next twelve months in these times of real need in our community.

However, all donations to Beerex from cancelled tickets will be passed in full to the Farnham Lions in July, every penny of which will be spent in the local community. The Lions, along with CAMRA are the main organisers of Beerex.

**Can I swop my tickets for another session?**

We will do our best to accommodate straight swops, but it will depend on availability. We will not be in a position to consider doing so until after June 19th when this return window closes. Please send any request to [enquiries@farnhambeerex.org.uk](http://enquiries@farnhambeerex.org.uk)

**What if I decide I don’t want my tickets after June 19th?**

We suggest that you try and sell them to somebody else.

Alternatively, you could just ask us to cancel the tickets in which case the amount paid will be added to the donations.

**When will any remaining tickets go on sale for 2021?**

The date is still to be confirmed, but we anticipate this to be early 2021.

**Will the ticket prices be the same for 2021?**

We had no plans to increase the price for 2021. However, that is now something that we are likely to need to reconsider. Unlike most organisations we did not charge a booking fee for tickets issued this year. It maybe that we will need to do so in the future.

**How will tickets be made available for 2021?**

They will be offered on public sale on a first come first served basis in early 2021.

**I collect glasses and programmes?**

We have already incurred significant costs this year, not least the purchase of the 2020 glasses which have been printed and were ready for dispatch. We will therefore need to use those glasses in 2021. We are looking at the viability of a limited edition 2020 special collectors’ glass available for those that donate their tickets when cancelling them, and also to purchase by separate order.

Regarding the programme it will probably be a combined 2020/21 edition.