**Questions & Answers updated 18/1/2021**

**Beerex 2020 is postponed again until April 2022**

**Why has Beerex been postponed?**

The Beerex Committee has again reviewed the current situation after consultation with our partners at CAMRA and the Farnham Maltings and have considered the likelihood of being able to source a suitable range of beers and ciders, recruit the 300+ volunteers and run Beerex in a safe manner for all involved in April this year. There was considered to be no option but to postpone the planned event in April 2021. This decisions took into account the likely availability of the variety of beers we would want and expect to offer, the staffing of the event and set up in a safe manner for all concerned, and the importance of maintaining the whole ethos of what so many have come to know and love as Farnham Beerex. It was unanimously agreed that we are not able to guarantee the safety of all involved if we were to run Beerex in April 2021, even if the Government instructions allowed us to run an event of our size at this time, and that we should postpone again until 7th – 9th April 2022.

**Why not use a different venue?**

We considered it again. There really isn’t another venue in Farnham that is large enough or suitable and there is no guarantee any venue will be allowed to safely host a gathering of 1300 people this year, and certainly not in a safe manner. The postponement is caused solely by the desire for us to operate safely for our staff and customers and to put on a full Beerex event.

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

It would not be Beerex and would potentially disappoint more people than it would please. We will look at working with Farnham Lions to see if another, perhaps outdoor event could be put on in the late summer timeframe whilst following Government rules and guidance.

**What if Covid-19 persists?**

Each year we review our Health and Safety protocols and we will ensure that we address relevant health issues and anticipate that Covid-19 may require some additional hygiene measures and these will be included in our procedures. The safety of our staff and customers is paramount to us. In the event that a capacity restriction is imposed on us next year then we will adhere to it, possibly even running another session to allow all our customers to enjoy Beerex again in April 2022.

**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 your tickets for the same session in April 2022. You do not need to do anything different to that which you have already done.

As announced last year, and as a thank you for doing so, we will also be offering a ‘free first beer’, but only to those holding a ticket issued for the April 2020 event.

To date very few tickets have been cancelled and we therefore believe that the demand for the April 2022 Beerex will be as great, if not greater than ever. Based on anecdotal information we do not anticipate large scale cancellations and really appreciate your support, this will enable us to continue successfully.

Please be aware that when we re-open the sale of any remaining tickets this will be on a first come first served basis. There will not be a separate allocation for affiliated groups such as CAMRA or Lions Club members. All remaining tickets will be made available in early 2022 on an open sale basis – first come first served. Watch our website for ticket availability. We will next update the website in the autumn of 2021, advising how and when tickets will go on sale around Xmas 2021.

**What if I have lost my tickets or email?**

Don’t worry. We have a full record of all transactions and can help. Each ticket has its own unique 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 Monday 18h January 2021 until 18th February 2021. Refunds this time will only be made via BACS transfer to a bank account, not PayPal as PayPal would charge a new transaction fee for each refund.

Please see the refund link if you wish to cancel your tickets: [www.farnhambeerex.org.uk/refund](http://www.farnhambeerex.org.uk/refund)

Your options are:

* Hold onto your current tickets and join us in April 2022.
* Cancel all or some of the tickets that you purchased and donate all monies to our charity.
* Cancel all or some of the tickets that you purchased and ask for a full or partial refund for them.

**A donation?**

The postponement of Beerex for the third time means that Beerex will not be able to make the usual substantial annual donation to the Lions Club of Farnham for a second year running and that will have a major impact on the Lions ability to support local good causes in these times of exceptional need in our community.

All donations to Beerex from the few cancelled tickets last year were passed in full to the Farnham Lions, every penny of which is already being spent in the local community. The Lions, along with CAMRA and the Farnham Maltings Association are the main organisers of Beerex.

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

We will do our best to accommodate straight swops, but this will only be available when tickets go on sale again for April 2022. 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 February 18th 2021?**

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. No further refunds will be available.

**Will the ticket price remain the same for April 2022?**

We have no plans to increase the price for 2022. However, that is now something that we may need to reconsider as we have numerous unexpected costs incurred in the three postponements and who knows what will happen to prices when the breweries are able to start full production again. Unlike most organisations we did not charge a booking fee for tickets issued last year. It maybe that we will need to do so in the future.

**How will tickets be made available for 2022?**

They will be offered on public sale on a first come first served basis via our website around Xmas 2021. [**www.farnhambeerex.org.uk**](http://www.farnhambeerex.org.uk/)

**I collect glasses and programmes?**

We have already incurred significant costs over the last year, not least the purchase of the 2020 glasses which have been printed and were ready for dispatch last April. We will therefore need to use those glasses in 2022. We offered a limited edition 2020 special collectors’ glass available for those that donated their tickets when cancelling them, and also the opportunity to purchase by separate order. These sold out and the balance of the 2020 glasses will now be overprinted for the April 2022 event.

Regarding the programme it is produced immediately before the event and will be as accurate as normal for the April 2022 event.

Please stay safe, and thank you for your ongoing support.