



Admissions Refund Policy

Policy Purpose: The policy outlines the NMRN's overall approach to refunding visitors in relation to admission purchase.

This admission refund policy is intended to ensure that all refunds regardless of how received (i.e. verbal or digital etc) are handled fairly and consistently.

Portsmouth Historic Dockyard and the National Museum of The Royal Navy offers a no refund policy as stated in our terms and conditions which can be viewed on our website, however, there are some instances beyond our control which may result in a refund being issued to the value of the ticket, partial value of the ticket or item purchased.

NMRN are only able to consider or process a goodwill gesture / refund under a very limited range of reasons:

1. A genuine administrative error; e.g. visitor has been charged twice or incorrectly;
2. For prepaid group bookings / admissions where NMRN has been unable to deliver on what the group has booked e.g. a tour of Victory is required but the ship is closed. We will not refund for pre-paid group bookings where numbers are less on the day due to sickness, cancellation etc;
3. Where a visitor has upgraded after the date of purchase (If upgraded on the day this can be amended on the till so no refund required) from a 1, 2 or 3 attraction ticket to an All Attraction Ticket;
4. Circumstances outside our visitors control such as a train strike and due to location of visitor they are unable to make their first visit to our museum. For example, visiting from outside the UK and unable to get to our museums due to train strikes. This will be dealt with on a case to case basis.

Key points: The policy is relevant for all staff, volunteers and trustees of NMRN. The policy covers:

- What is a refund?
- Why we do not refund
- Formal admissions refund procedure
- Authorisation structure
- Refund methods
- Important contacts



Admissions Refund Policy

1.0 Introduction and Purpose

- 1.1 This admission refund policy is intended to ensure that all admission refund requests regardless of how received are handled fairly and consistently.
- 1.2 Portsmouth Historic Dockyard and National Museum of The Royal Navy offers a no refund policy as stated in our terms and conditions which can be viewed on our website; however, there are some instances beyond our control which may result in us offering a refund to the value of the ticket, partial value of the ticket or item purchased.
- 1.3 NMRN are only able to consider or process a goodwill gesture / refund under a very limited range of reasons:
 - A genuine administrative error; e.g. visitor has been charged twice or incorrectly
 - For prepaid group bookings / admissions where NMRN has been unable to deliver on what the group has booked e.g. a tour of Victory is required but the ship is closed. We will not refund for pre-paid group bookings where numbers are less on the day due to sickness, cancellation etc.
 - Where a visitor has upgraded after the date of purchase (If upgraded on the day this can be amended on the till so no refund required.) from a 1, 2 or 3 attraction ticket to an All Attraction Ticket.
 - Circumstances outside our visitors control such as a train strike and due to location of visitor they are unable to make their first visit to our museum. For example, visiting from outside the UK and unable to get to our museums due to train strikes. This will be dealt with on a case to case basis.

2.0 Scope and Definitions

- 2.1 This policy effects all departments that are responsible for admissions to NMRN museums including Portsmouth Historic dockyard
- 2.2 The reasons we would look to refund can be found above, the reasons why we have a no refund policy can be found below.
- 2.3 Gift Aid is an extremely important source of income, enabling us to claim 25% of eligible admissions income from HMRC. We are able to claim Gift Aid on an admission ticket because the payment is recognised as a “donation” to NMRN (and our partners) for which a visitor receives free unlimited admission for a year. A donation cannot qualify for Gift Aid if it is subject to any condition as to repayment. Charity law will also not permit us to refund a donation under any circumstances and obliges us to seek permission of the Charity Commission to make an ex gratia payment instead. To be eligible for this we must meet one of two conditions.
 - Offer a donation of an additional 10% on day tickets



- When you buy a ticket, it gives you the right to admission for 12 months at the same price

If we are found to have refunded donations, HMRC can make us repay all Gift Aid received for at least the past four years.

- 2.4 Income, our admissions and shop purchases help to secure our future, pay for restorations, conservations, maintenance, exhibitions both new, old and present along with operations.

If the customer is not entitled to receive a refund this will be registered as a complaint and will follow the NMRN Complaints Policy which can be found on our website.

3.0 Detail of the policy

3.1 Our formal admissions refund procedure can be found below:

Stage 1

Customer would like a refund, these have to be received in writing to enquiries@nmrn.org.uk. All customers need to be directed to this email address. A response will be sent to the customer with advice that the request will be reviewed and a response sent within 14 working days.



Stage 2

The request is reviewed by the Customer Engagement Team there will be 2 possible outcomes:

- 1- A goodwill gesture (refund) is offered to the customer, this will be explained to them whether it will be a partial or to full value
- 2- A goodwill gesture (refund) is not felt appropriate. If this is the case a response will be sent outlining why we have come to this decision, it will then follow the complaints policy.



Stage 3 (goodwill gesture authorised)

Team member fills in the Refund Request Form, Appendix 5.15 and sends it to the relevant authorisation role for authorisation. Once authorisation is given the request with authorisation is sent to finance@nmrn.org.uk which will be acknowledged within 5 working days.

4.0 Detail of the Policy

4.1 The authorisation structure of refunds is detailed below. The authorisation of a refund is not value related and whomever raises the refund it is their direct line manager who is responsible for authorisation. All refunds with reasoning are documented on a central spreadsheet which can and will be reported on for future learnings. The document can be found: V:\Customer Relations\Customer Relations\REFUND LOGS



Requestor	Authorisation
Customer Engagement Executive	Customer Engagement Officer
Customer Engagement Officer	Customer Relationship Management Lead
Customer Relationship Management Lead	Director of Marketing
Director of Marketing	Executive Director

4.2 Refund methods

- If the customer paid online then finance will require a transaction number supplied through worldpay for the refund to be made back to the customer's card
- Payments made on site can only be refunded back to their card if the customer is present, however all refunds need to be sent to the centralised team and so the refund will be sent via BACS once the customer has sent the required details.

All refund requests have to be in writing and must be sent to,

Email: enquiries@nmrn.org.uk

OR

Address: Customer Engagement Team
HM Naval Base (PP66)
HM Naval Base
Portsmouth
Hampshire
PO1 3NH

5.0 Policy Review

Revision / Review History	
Issue Date:	01/02/2023
Date of last completed review:	01/02/2023
Date of next scheduled review:	
Author:	Sharna Bennett
Approved by:	
<p>This policy will be reviewed formally after being in existence for a period of three years or sooner in the event of new legislation or guidance emerging in this connection. Any significant amendments will be approved by NMRN Operations Board. Any minor amendments may be approved by the Executive Director of Resources. Trustees and staff will be notified of any amendments to it by the Governance team including the effective date. This may be by means of Workplace, email, update on Decision Time and meetings or via the Chair.</p>	