

LESSON 6: Activity 2

Teacher resource sheet: Rights scenarios

Answers to Jenny and Jamie's scenarios.

Jenny

What advice would you give to Jenny?

It's very disappointing the concert has been cancelled, but it's important to know you do have rights. You are entitled to a refund of the ticket price. The information you received when you bought the ticket should give details on how to get a refund. If you don't have this information then contact the seller or agent, or check their website.

If you booked your transport and accommodation separately you should contact them both as early as possible to find out about their terms on cancellations and refunds so that you can consider your options.

Additional information for teachers:

It can be tempting if you miss out on concert tickets, to buy from a ticket reselling site. If the reseller is a business then you should be entitled to a refund if the event is cancelled, however if you purchased a ticket from a private seller then you don't have the same rights. If an event is cancelled, ticket values are often refunded to the original purchaser and through the method of payment that was used. This means if your ticket was originally paid for by a credit card then the refund will be processed through that card.

If Jenny just changed her mind and decided she didn't want to go to the concert

When you buy online, you are given a cooling-off period of 14 calendar days. The cooling-off period ends 14 days after you receive the goods. In the case of a contract for a service, the cooling-off period ends 14 days after the contract starts.

However there are some items and services that are not covered by the cooling-off period. Your right to cancel does not apply to buying concert tickets or tickets for sporting events. Jenny has no rights if she just changes her mind.

Jamie

What advice would you give Jamie?

In this instance the furniture shop is within its rights to issue another voucher. You do not have the right to receive change in cash when you use a gift voucher unless the voucher's terms specifically state that change will be given. It is up to you to use the full value.

As you are not entitled to get change you should check to see if the gift voucher is transferable, as it may be worthwhile offering the remaining amount to someone you know who might be buying something from the furniture shop.

When you receive a gift voucher or gift card always try to minimise the risk by checking the terms and conditions including the expiry date.