**Further questions people may have about the cancellation of the event.**

**Why does Big Burns Supper never seem to have enough money?**

Yes, we've been asking ourselves this question for around 15 years. Basically, Big Burns Supper does not receive that much public funding. Big Burns Supper was good at developing its own income through programs and events like La Haggis. The event is one of the lowest funded arts organizations in the south of Scotland by comparison to, say, Wigtown Book Festival, The Stove, Spring Fling and DG Arts Festival. It receives only around 8% of the funding that these organisations do, which means that when we put events on, we're putting them on at risk. The Wet Wet Wet event was put on at our risk.

**Surely this event is covered by insurance?**

Far from it. Until the pandemic, we would always apply for cancellation insurance, which would work out about 1% of our total budget. However, changes to cancellation insurance mean that in some cases we're having to budget around 60% of our overall budget just to pay for insurance. In an area like ours, where we don't have that sort of income, we're really at it for the risk. This has also led to the winding up of around 300 other independent festivals over the last five years.

**Why have you waited until now to inform customers?**

We've held out to the final hour because we wanted to give the venue operator the opportunity to change their mind. They did not.

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As we're now entering a formal legal process, we're limited as to what we can say about the dispute that exists between us. Once this has been resolved, we will be open and transparent about the dispute.

**Doesn't the Loreburn Hall belong to the Council?**

Yes, the hall does belong to the Council. However, it's leased to the Drill Hall Initiative. The Council cannot really get involved in matters that are between two organizations.

Didn't the Drill Hall Initiative say they were going to be supportive of the Big Burn Supper?

Yes they did say that we're going to be supportive of the Big Burn Supper as part of their bid to get the Loreburn Hall. Yes, we noted that as well.

**What will this mean for ticket holders?**

We're moving as quickly as we can to mobilise a fundraising plan which will include lots of events over the next six weeks. It is our aim to have paid all refunds by the 6th of December.

**Is this going to affect the Big Burn Supper in January?**

We will be honest with you, it nearly has. The last six weeks has shifted our focus from us on the delivery of our festival. However, we are on track to make announcements about our remodelled festival programme which will run from the 15th to the 25th of January. It's worth noting that investment to the festival has continued to decrease over the last wee while. Our new remodelled festival reflects this.

**My tickets were part of a special occasion. Is there any way that Wet Wet Wet could allow us entry to another event on their tour?**

The band have been amazing with us. If anyone is in a situation where the event was forming part of a special celebration or a moment in their life, please reach out to us by emailing [myra@bigburnssupper.com](mailto:myra@bigburnssupper.com) and we will do our best to make your case to the band's management. Please note this is at their discretion and only where there may be capacity.

**Why has Big Burns Supper closed comments on their social channels?**

This is part of our Commitment to profane negative comments being said about both parties. We know that members of the public like to air their views, but as this is now forming part of a legal dispute, we have a duty to minimize comments that could jeopardize the legal pursuit we're about to make.

**I have made travel arrangements as part of the event. Am I allowed to make a claim for this?**

Sadly, the terms and conditions of our tickets are only for entry to our live events. You should be able to claim this back from your travel insurance if you have this in place. Please use the event notification of cancellation as proof of the event being cancelled as a result of the venue withdrawing revenue from us.