



## Delivery Policy

### **When Will I Receive My Tickets**

Tickets are normally dispatched one to two weeks before the event. We will send the tickets to the delivery address you have provided when making your booking. Alternatively if you have not received your tickets 72 hours before the event, please get in contact with us.

Every transaction is covered by the ticket hotline guarantee and we can assure you that we always do our utmost to ensure that our customers receive their tickets in time for the event.

### **How Are Tickets Being Sent**

All delivery methods are fully trackable and require a signature. Your tickets will be sent via Royal Mail Special Delivery.

### **Lost, Stolen or Destroyed Tickets**

Unfortunately we cannot offer refunds or replacements for lost, stolen or damaged tickets. Once you receive the tickets, they are your property and are no longer subject to our guarantee.

Tickets should always be treated like cash. Keep them in a safe place, away from direct heat, sunlight, and moisture. Be sure to store them where they can easily be found again.

### **Tickets Not Received**

If you have not received your tickets 72 hours before the event, please get in contact us on 0870 818 0000.