



## Refund Policy

### **Can I Refund or Exchange My Tickets?**

Unfortunately it is not possible to cancel, change or exchange an order after you have submitted it.

All orders are considered final once you submit your order.

### **What Happens If My Event is Cancelled?**

If an event is cancelled, we contact all customers who have booked through theticket hotline as soon as possible to inform them of this.

### **What Happens If My Event is Postponed?**

If a concert that you have purchased tickets for is postponed to a different date, then you may use the same tickets for the new scheduled date. A refund is not allowed if the concert goes ahead on a new date and time. Tickets can only be used for one event.

### **How Do I Get a Refund for My Booking If My Event is Cancelled?**

In almost all cases, your refund will be processed automatically by theticket hotline and you do not have to take any further action. In the rare situation that further action is required to claim your refund, this information will be given to you when we contact you to notify you of the cancellation.

If you have already received your tickets and require a refund due to the event being cancelled we will need to be receipt of your ticket before we can offer a refund.