

### **Refund and exchange policy**

Event and tour tickets cannot be exchanged or refunded after purchase unless the performance is cancelled or rescheduled (subject to below) or where there are exceptional circumstances.

Where a tour or event is cancelled or rescheduled (subject to below) by the venue or promoter, where a tour or event is cancelled or rescheduled due to circumstances beyond our control, or where there are exceptional circumstances, you **may** be entitled to claim a refund.

Exceptional circumstances may be, in our reasonable opinion, something that makes the event materially different to the event that purchasers of the ticket, taken generally, could reasonably expect.

Where an outdoor event is cancelled or curtailed because of adverse weather, we shall not be liable to make any refund or pay any compensation beyond the refunds that may be payable under the venue's or promoter's rules.

Where a refund is sought you must bring this to our attention as soon as possible upon becoming aware of such change, cancellation or where the event has been rescheduled, prior to the rescheduled event.

The refund for the tickets equals the ticket price paid plus any per ticket booking fee charged, in accordance with recognised good practice.

In order to claim your refund, [contact us by email](#) or call 0161 834 7961 to discuss your options.

Refunds shall only be made to the person who purchased the tickets and, when possible, be made using the same method as was used to purchase the tickets.

These Terms and Conditions do not and shall not affect your statutory rights as a consumer. For further information about your statutory rights contact Citizens Advice, Consumer Direct [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk) or the Department for Business Innovation and Skills.