



Headgate Theatre

Ticket Refunds and Exchange Policy

Since 1st March 2022 we have returned to our standard refund and exchange policy and no longer offer a temporary Covid policy.

OUR STANDARD REFUND ARRANGEMENT

We do not under normal circumstances offer refunds on the sale of tickets purchased. Refunds where customers fail to attend an event will not be available.

However:

- The resale of tickets may be possible where all other tickets for that performance of that event have been sold. You must contact the Box Office during normal opening hours, prior to the performance, and speak to our Box Office staff. An administrative charge will be applied per ticket, and deducted from any refund made.
- Where a customer error has been made during the online booking process, then any refund or exchange will be subject to the management discretion, and an administrative charge will be applied per ticket.
- Exchanges of tickets for another performance of the same event may be made through the Box Office, providing 48 hours' notice is given. An administrative charge may be made.

Please note the administrative charges reflect the costs associated with third party charges from credit card companies and our software supplier which are made to the Theatre. These charges are non-negotiable.

Cancelled or Rescheduled Shows

The Headgate Theatre will notify ticket holders of a show/performance cancellation with reasonable endeavours if the ticket holder has supplied us with contact information. We cannot guarantee that ticket holders will be informed before the date of the performance due to circumstances beyond our control. If a show/performance is rescheduled, then ticket holders will be offered an equivalent value ticket of their original purchase or a refund will be made.

All decisions regarding refunds and exchanges of tickets are made entirely at the Management's discretion.