



Headgate Theatre

Ticket Refunds and Exchange Policy (COVID addition)

This temporary policy over-rides our usual refund arrangements which are set out below and will be reviewed at the end October 2021

1. Where, because of government restrictions, The Headgate Theatre is unable to fulfil its obligations regarding performances or workshops, a full refund will be made to patrons, inclusive of booking fees and credit card charges.
2. You should not attend a performance and should contact us immediately if you:
 - believe you may be infected with COVID-19
 - have taken a positive test,
 - have been instructed to self-isolate
 - are in a household where someone has tested positive or been instructed to self isolate.

Tickets can be refunded up to 24 hours before the performance for reasons highlighted above in paragraph 2.

3. You must tell us if you pass your ticket to another person, as we are obliged by law to hold the names and contact details of all attenders for the purposes of test and trace.

If you notify us within 24 hours of the performance commencement, we will make our best efforts to resell your ticket on your behalf.

4. In the case where your ticket has been purchased for a workshop event, paragraphs 1 and 2 apply. Refunds will not be made if the attender withdraws after the first day of attendance.

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.