



Headgate Theatre

Ticket Refunds and Exchange Policy

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 of £2 per ticket will be applied and deducted from any refund amount paid.
- 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 of £2 per ticket will be made.

Please note that the administrative charge reflects the costs associated with the 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 endeavour to notify ticket holders of a show/performance cancellation, provided that the ticket holder has supplied sufficient contact details at the time of booking. Should a performance be cancelled due to circumstances beyond our control, we cannot guarantee being able to contact ticket holders prior to the event. If a show/performance is rescheduled, then ticket holders will have the option of another ticket of equivalent purchase price or be offered a refund (excluding booking fee.)

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