

## **Cancellation & Refund Policy**

It is very important that you do not attend if you or anyone in your party is demonstrating symptoms from COVID or other contagious conditions.

Please get in touch with us if you need to cancel on email or phone.

There is no refund/credit note for tickets that are cancelled. If you are unable to attend but would like us to attempt to resell your tickets, we may be able to arrange this. We will need your permission to put tickets back on for resale. If these tickets are resold successfully then we will contact you to arrange a refund.

If we need to cancel this event at short notice (due to hall closure/reasons out of our control) then we will get in touch with customers as soon as possible and issue a full refund for all tickets bought in line with our terms and conditions.

If we have refused entry due to a customer(s) for not adhering to the policies in place, then we will not refund a ticket in these instances.