

Once the order has been approved, tickets cannot be exchanged or refunded after purchase, unless the event is cancelled. If an event cancellation occurs, if it is rearranged then a new ticket will issued up to the face value of the ticket. In the event that you are unable to attend on the rescheduled date, or if the event is not rescheduled, then a face value refund will be offered.

You must apply for a refund in writing to [info@ticketsforgood.co.uk](mailto:info@ticketsforgood.co.uk) within 7 days of the cancelled event. Any time after this and you will not be able to obtain a refund. The promoter/event organiser reserves the right to make any amendments to the event detail without the obligation of making a refund or exchange of tickets. In the unlikely event that a refund is refused, we will endeavour to mediate the situation between you and the promoter. However we cannot guarantee and will not be held liable for the refusal of refund by the promoter.

Funds are held with us up to 14 days after the event and therefore we have the ability to withhold ticket money in the event there is a refund refusal. Only the person who purchased the ticket can obtain a refund.

The booking fee is non-refundable.

Postage fees will only be refunded in the case that we have not carried out the shipment due to error.