

Covid-19 related refunds and gift vouchers

In light of the impact of Covid-19 in 2020, we have reviewed our refund policy to help ensure peace of mind booking for customers when booking future shows.

Our revised refund policy seeks to clarify the terms on which you are buying a ticket and, if necessary, when you can claim a refund.

Customers with Symptoms of Covid-19

We will offer a refund, gift voucher or transfer to an alternative show to any customer who is unable to attend an event because they are displaying symptoms of Covid-19. We will also offer a refund, gift voucher or transfer to an alternative show to any audience member who is unable to attend due to a change in government rules, such as additional shielding measures or local lockdowns.

*Please note that this is only possible if the venue is notified **prior** to the event. Refunds/vouchers or transfers cannot be considered if we are contacted after a show has taken place.*

Cancelled and Rescheduled Events

In line with our usual practice, a refund, gift voucher or transfer to an alternative show will be offered for any cancelled event.

We will offer a refund, gift voucher or transfer to an alternative show to any customer who is unable to attend a rescheduled event. In these cases, we are only able to offer refunds up to two weeks before the new date of the event.

If you feel able to, we gratefully accept donations of your ticket value in place of refunds or gift vouchers when events cannot take place.

Other Refund Requests

Like many other theatres we cannot automatically offer refunds for non-attendance at events that are unrelated to Covid-19.

Although we may not readily be able to offer refunds we may be able to help you to exchange your tickets for another event or, in the case of sold out shows, make your tickets available to someone on a waiting list.

If you have any questions regarding our refund policy during Covid-19, please do not hesitate to contact the Box Office: 01264 368368 or email: stop@thelights.org.uk