# The Lights refund policy

The Lights refund policy was revised in 2020 to respond to the impact of the covid-19 pandemic. Government guidance and legislation has now relaxed in response to the changing profile of the pandemic, and self-isolation is no longer mandatory.

We have reflected this in a return to our pre-covid refund policy with effect from Tuesday, 1 March, 2022. Tickets purchased during the covid-refund period, but for shows taking place after 1 March 2022 will remain eligible to swap to another show should the customer test positive for Covid. Any tickets purchase after 1 March 2022 will not be eligible.

**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 event which we have cancelled (excluding the £1.20 non-refundable online booking fee).

We will offer a refund, gift voucher or transfer to an alternative show to any customer who is unable to attend an event that we have rescheduled. 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**

In line with most theatres, we do not offer refunds for non-attendance at events due to other demands on a ticket holders time, or for general illness.

In exceptional circumstances 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 we are able to re-sell them, we will return the face value of the ticket in gift vouchers.

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