

The Grayshott Stagers

Tickets – Exchanges & Refunds Policy

Exchanges

- Subject to availability Tickets may be exchanged for:
 - alternative seats for the same performance
 - seats for a different performance of the same production

nb exchanges between different productions will not be permitted

- Where the alternative seat:
 - Is of a lower value than the original seat a refund for the difference less any unrecoverable payment/box office fees incurred will be made by the Treasurer.
 - Is of a higher value the purchaser must pay the difference.

Refunds

- Tickets returned seven or more days before performance:
 - A refund will be made, less any unrecoverable payment/box office fees incurred.
 - Where the return of tickets alters the entitlement to any bulk purchase or other discount the refund will be adjusted accordingly.
 - Refunds will be made within seven days of the final performance by the Treasurer.
 - Under no circumstances will refunds be made in cash (or by other means) by the Box Office Manager.

- Tickets returned less than seven days before performance:
 - Refunds will only be made when all available tickets (including the returned ticket(s)) for the performance in question have been sold.
 - Where the return of tickets alters the entitlement to any bulk purchase or other discount the refund will be adjusted accordingly.
 - Refunds will be made within seven days of the final performance by the Treasurer.
 - Under no circumstances will refunds be made in cash (or by other means) 'on the door' or by the Box Office Manager.