



35 South Street, Bridport. Dorset. DT6 3NY.

### **OUR TICKET POLICY**

#### **CUSTOMERS WHO HAVE TICKETS BUT ARE UNABLE TO ATTEND THE EVENT**

- Tickets cannot be exchanged nor money refunded if you are unable to attend the scheduled performance.
- **PLEASE NOTE :** as part of new practices to make the venues *Covid-Safe*, temperature checks will be made on every customer as they arrive at the venue. Anyone who records a RED result (i.e. they have a fever) will not be able to attend the event

#### **CUSTOMERS WHO ARRIVE AT THE VENUE AND DO NOT HAVE A VALID TICKET**

(either printed or on their smart phone)

- Anyone arriving without a valid ticket will not be allowed to enter the venue
- Customers who purchased tickets for a number of people must arrive with those people and enter the venue together, whilst maintaining social distancing

#### **CUSTOMERS WHO ARRIVE AS THE EVENT IS STARTING / AFTER THE EVENT HAS STARTED**

- Any tickets holders who arrive at the start time or after the event has started will not be admitted into the venue.

#### **EVENT RESCHEDULED**

- The event is moved to a new date
- Customer ticket(s) and seat reservations will be valid for the new date
- Ticketholders will be contacted by email (or 'phone if there is no email on record) with details
- Any ticketholders unable to make the new date will be offered an 'Account Credit'
- This 'Credit' can be used to buy tickets for any future event at the venue

#### **EVENT CANCELLED**

- The event is cancelled
- All ticketholders will be contacted by email (or 'phone if there is no email on record)
- Ticket holders will be offered a full refund, including the booking fee.

*Thank you for your support and understanding.*

*If anything is unclear please contact us [boxoffice@electricpalace.org.uk](mailto:boxoffice@electricpalace.org.uk)*

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