# The Lights refund policy

**Venue 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 unforeseen circumstances, other demands on a ticket holders time, or for general illness.

In the case of sold-out shows, we can 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.

You are welcome to gift your tickets to friends or family, but the venue does not support private re-selling of tickets.

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](mailto:stop@thelights.org.uk)