

Exeter Philharmonic Choir Terms and Conditions - Ticket Refund Policy

Exeter Philharmonic Choir is unable to offer refunds either before or after an event, if for any reason you are unable to attend. For the avoidance of doubt, this includes

- being unable to attend for reasons related to Covid, or any other illness, whether yours or a family member's
- you or a family member testing positive or being told to self-isolate, whether by a governmental authority or otherwise
- restrictions on movement are placed on where you live, but not where the concert is taking place.

If you are concerned about the above restrictions on refunds, you may want to consider leaving your booking until close to the date of any event, although the Choir cannot guarantee there will be tickets left on sale at that time.

In the event that the concert is cancelled or postponed, a full refund of the face value ticket price will be offered. This does not include a refund of any booking, delivery, or insurance fees you may have paid at the time of booking.

The Choir will endeavour to resell your ticket

- if you are unable to attend and contact the Choir sufficiently in advance of the event
and
- the Choir has already sold all tickets in the relevant seating category for that event.

There is a £2 administration charge for this policy and it does not apply to unreserved tickets. For more information please contact tickets@exeterphilharmonic.org.uk.