

## **MARKET PLACE THEATRE COVID-19 CANCELLATION POLICY**

At The Market Place Theatre, we remain dedicated to bringing you the highest quality live arts, creative and cultural experiences, in a safe, secure and relaxed environment.

We want you to be able to book for our events, under the current circumstances, secure in the knowledge that we will deal with your booking in a fair and reasonable manner.

During these unprecedented times, we also understand that there are may be exceptional circumstances [e.g. being required to self-isolate or quarantine in accordance with Test, Track & Trace] which may lead to you being unable to attend. For this reason, we have designed a temporary cancellation policy which we deem to be fair and reasonable to the customer, the venue, artists and event promoters.

We kindly request that you bear in mind that from the moment we confirm any event promoters, artists and the venue have begun to incur expenses, so would ask that you only cancel your booking if absolutely necessary due to unavoidable circumstances

### **CANCELLATION POLICY**

#### **CANCELLATIONS MADE BY THE MARKET PLACE THEATRE OR ASSOCIATED PROMOTERS | AGENCIES**

Any events cancelled by the artist / promoter, or The Market Place Theatre, whatever the circumstances, will be fully refundable. We will contact you as soon as we know an event has been cancelled, and will refund your full ticket price plus any booking fees, without question.

#### **CANCELLATIONS MADE BY THE CUSTOMER**

First of all, if you cannot attend then please do remember that you have the option of passing on or selling your tickets to friends or family.

If you do need to cancel due to exceptional circumstances, please email us at [boxoffice@marketplacearmagh.com](mailto:boxoffice@marketplacearmagh.com) as soon as possible to let us know.

From the time of booking up until 48 hours prior to the event, if you have to cancel we will refund your ticket value. This refund can either be back onto the card on which the booking was made or in the form of a credit voucher to be used to enjoy a future event at The Market Place If your cancellation is less than 48 hours before the event, or on or after the event date, regrettably we will not be able to offer you a refund of any value.

We will also try to resell your ticket if we can. If this is possible, you will be refunded the full ticket price of any resold tickets.