



## TICKET PROTECTION FAQ'S

- What is refund protection?

Booking Protect's refund protection gives ticket purchasers the opportunity to apply for a full refund if certain unforeseen circumstances occur and you can no longer attend an event. You can find out more about the full process [here](#).

- What if I change my mind after purchasing refund protection?

Don't worry, you have a 14-day cooling off period, during which time you can cancel. After that, we can't cancel or refund the fee.

- What circumstances are eligible for refund protection?

Booking Protect offer a [full list of terms and conditions](#). If you are unclear about any of the conditions, their account managers will be able to answer any specific queries.

- Can I add refund protection after I've already placed an order?

Unfortunately, refund protection cannot be added retrospectively. Refund protection must be purchased during the original order.

- How do I get a refund, if necessary?

Customers must make a refund request via [Booking Protect's refund portal](#). Their in-house team handles the whole process.

- Is refund protection mandatory?

No. You do not have to purchase refund protection – it is absolutely optional.

- How long do refunds take to be processed?

The Booking Protect team will review new applications within 48 working hours. If you are eligible for a refund and have supplied all the relevant information, they will agree payment within that time.

- Can I protect just one ticket in my order, not all of them?

No, your entire booking must be included to be eligible for Booking Protect's refund protection product.