

Customer Terms

North America



What can I get a refund for?

We will refund the ticket price paid by the customer if the ticket holder cannot attend or arrives too late to use their ticket due to the following circumstances:

- **Medical Issues:** The ticket holder's inability to attend due to an accident, bodily injury, sickness, or a personal medical emergency occurring before the event.
- **Dependent's Medical Issues:** If a dependent (a person who relies on you to perform tasks to support their daily life) suffers an accident, bodily injury, or sickness before the event, requiring the ticket holder's care.
- **Pregnancy:** If the ticket holder is due to give birth within 30 days before or after the event.
- **Severe Weather Conditions:** If severe weather prevents attendance. Severe weather is defined as a weather situation where an alert has advised against travel from an official source.
- **Transport Delays/Failures:** This applies if your vehicle breaks down on the way to the event, if public transit services are canceled or delayed, if there is traffic congestion due to roadworks or an accident, or if there is a public transit strike and no alternative is available. The situation must occur on the date of the event while the ticket holder is beginning their journey within the country where the event is taking place.
- **Death:** If the ticket holder or an immediate family member (mother, father, mother-in-law, father-in-law, stepmother, stepfather, sister, brother, child, spouse, civil partner or cohabitee (and their children), civil law partner, grandparent, legal guardians, and foster parents of the ticket holder) passes away within 30 days before the event.
- **Civil Disturbances:** If strikes, riots, civil commotion, martial law, or terrorism directly prevent attendance.
- **Natural Disasters:** If a volcanic ash event or forest fires directly prevents attendance.
- **Military Service:** If the ticket holder is unexpectedly called to serve in the Military.
- **Home or Business Damage:** If the ticket holder must stay home due to severe damage to their residence or workplace caused by fire, flooding, theft, or similar incidents which occur within three days before the event.
- **Jury Service & Court Appearance:** If the ticket holder is summoned for jury service or court appearance occurring on the day of the event after purchasing the ticket.
- **Work Relocation:** If the ticket holder's employer unexpectedly and permanently relocates the ticket holder more than one hundred miles from the venue within 30 days before the event. Relocation does not apply to self-employed individuals or members of senior management with a shareholding in the company.
- **Lay Off:** If the ticket holder is unexpectedly and compulsorily laid off within 30 days before the event. Lay-off does not include self-employed individuals or members of senior management with a shareholding in the company.

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What will I not get a refund for?

Refunds will not be issued for applications related to:

- **Events that are canceled, abandoned, or rescheduled.**
- **Known Circumstances:** Situations publicly or personally known at the time of ticket purchase that prevent attendance.
- **Cast Change:** The event proceeding as planned, but with a change to a scheduled participant (actor/act/celebrity), which leads you to decide not to attend.
- **Surgeries not medically required:** Cosmetic surgery, cosmetic dental procedures, and laser eye surgery.
- **War and Political Unrest:** Acts of war, rebellion, or governmental actions causing ability to travel to the event.
- **Visa Issues:** If the ticket holder cannot obtain or maintain a visa to enter the country where the event is being held.
- **Additional Costs:** Any extra costs incurred in relation to the refund application such as supporting documentation.
- **Ticket Refund Protection Fee:** This fee is non-refundable.
- **Any Reason Not Listed in the Covered Section.**

How to apply for a refund & supporting documents required

Refund applications can be submitted online at www.ticket-refunds.com any time after the ticket is purchased and up to 60 days after the event.

Ticket holders must provide any reasonable Evidence Requested with supporting documents, such as:

- **Medical Evidence:** Doctor's certificate or hospital letter.
- **Death Certificate:** Proof of a death, order of service, or obituary.
- **Police Reports:** For theft or accident-related claims.
- **Travel Disruption Proof:** Confirmation from a transit provider detailing delay, links to official government or news websites detailing the delays.
- **Home or Business Damage:** Insurance claim paperwork.
- **Jury Summons:** Court letter stating required attendance at the court on the date of the event.
- **Weather Bulletins:** From local or government agencies.
- **Property Damage Reports:** From an insurer or emergency services.
- **Military Service Documentation**