

Ticket Credits & Refunds Policy

Occasionally a WT patron may find that they have tickets for a Production for a date on which they can no longer attend. The WT policy is that we cannot offer refunds or credits for tickets that cannot be used on a particular date. WT WILL, however, offer to swap tickets for another date of the **same** Production (**not another production**) assuming that tickets are available on a suitable alternative date.

If a ticket holder finds themselves unable to attend a performance on the day they have booked, then they can contact the WT Box Office who will be happy to try to find an alternative date when the patron is able to attend a different performance of the same Production.

If the ticket holder is unable to attend on any other date (or a date for when tickets are still available), then occasionally tickets can be re-sold via Social Media – so it may be worth posting within the WT group on Facebook advising that spare tickets are available.

Please note this is the responsibility of the ticket holder; the WT Box Office do not have the resources to do this on our patrons' behalf.

Key points of the policy are:

- WT will attempt to move the seat(s) to a different night of the same Production (where seats are available on another night).
- WT will NOT be able to move seats to a different Production.
- WT will NOT be able to offer refunds.
- WT will NOT be able to issue credits or vouchers.
- Should the ticket holder wish to offer the tickets for resale by WT, then it is on the understanding that no credit or refund is made (even if the ticket is subsequently resold).
- In these circumstances, the face value of the unused ticket will be marked against the sale as a "Seat Cancellation Donation".
- This will be made clear to the ticket holder by a member of the Box Office team when the ticket is released.

In very rare circumstances WT may use their discretion to consider a request for a credit. In these cases, the decision will be made by the Box Office Manager or Finance Director.

This policy was reviewed and agreed by the Board in August 2023.

Wokingham Theatre is a Registered Charity No 292448 whose registered office is at Twyford Road, Wokingham, Berkshire, RG40 5TU. The Theatre is also registered with Companies House, No 01933168.