



TICKET REFUND POLICY

Please note that glór has amended its ticket refund policy to align with industry norms. From **1st June 2018**, tickets cannot be exchanged or refunded unless an event is cancelled or rescheduled by the venue or promoter. For further details please see www.glor.ie/book

Communication when cancellation or reschedule occurs:

If an event is cancelled, rescheduled or materially altered, we will do our best to notify you once we have received the relevant information and authorisation from our Event Partner (if you book online, we will use your booking contact details). However, we cannot guarantee that you will be informed of such cancellation or alteration before the date of the event. It is your responsibility to

- a) ascertain whether an event has been cancelled or altered and the date and time of any rescheduled event,
- b) contact box office regarding refund or reschedule

Cancellation:

If an event for which you have purchased Tickets or Packages is cancelled in full (and not rescheduled), you will be offered:

- A refund of the Sale Price of your Tickets or Packages, plus the relevant Service Charges.
- If you wish we can offer glór credit to the Sale price of your tickets or packages

You will not be entitled to a refund of your delivery charges incurred.

If you have purchased Tickets or Packages for an event that takes place over several days and one or more days (but not all days) are cancelled, you may only be offered a proportionate partial refund.

Rescheduling:

If an event for which you have purchased Tickets or Packages is rescheduled, unless otherwise indicated, you will be offered

- Tickets or Packages of a value corresponding with your original Tickets or Packages for the rescheduled event, subject to availability.
- You will be able to obtain a refund of the Sale Price of your Tickets or Packages plus the relevant Service Charges incurred

You will not be entitled to a refund of your delivery charges.

Failure to inform us within any deadline specified by us that you are unable to attend the rescheduled event will be deemed to be a reconfirmation of your order for Tickets for the rescheduled event, and you will not be entitled to claim a refund.