

## **All sales are final**

Once an order is placed and paid for, it cannot be cancelled or refunded. Upon request we will try to resell unwanted tickets and, if successful, refund your money less a 20% handling fee. We are not responsible for lost or stolen tickets, and we regret that **WE CANNOT UNDER ANY CIRCUMSTANCES ISSUE DUPLICATE TICKETS. PLEASE TREAT YOUR TICKETS LIKE CASH!**

The client should note that the right to cancel or “cooling off period” provided by the Consumer Protection (Distance Selling) Regulations 2000 does not apply to the sale of event tickets. All sales are final.

## **In the event of cancellation/rescheduling**

If an event is cancelled by the artist or promoter, we will refund you your money for the tickets only. If an event is rescheduled by the artist or promoter and you cannot attend we will fund you your money for the tickets only. We do not have any control over these events. We will not be liable for costs of travel fares, hotels, or any other expenses that may be incurred if a concert is cancelled/rescheduled. It is your responsibility to ensure the concert is going ahead before travelling. We will do our best to inform you if the date has been changed but we do not accept liability if we are unable to contact you. We strongly advise that you check before making arrangements.

## **Delivery of tickets**

We will endeavour to deliver tickets as soon as possible. Usually, tickets will be despatched within 7 days from the time of booking. In some cases, due to the nature of the business, tickets do not arrive with us until shortly before the concert date.

These tickets are held back by the promoter as a prevention measure against loss of tickets, fraud or counterfeiting of the tickets. In extreme circumstances, tickets do not arrive with us until the date of the show. If the tickets arrive with us too late to be posted, we will arrange for you to collect your tickets either from our office or from a representative at the venue.

## Other notes

If your first choice of tickets is not available we reserve the right to upgrade your seats at no extra cost, downgrade with a partial refund or offer you a ticket for the same venue/artist on a different date. If we are unable to offer you any of these alternatives we will cancel your order with a **Golden refund**. A **Golden refund** entitles you to a full refund of the price you paid for the tickets, plus an additional 20% on top, as our way of saying “sorry we let you down”. We will also give you a free upgrade (if you choose to use us again!!! ) the next time you book. Odd numbers of tickets cannot be guaranteed to be together in the same row, but we will do our best. We will not be liable for any expenses. Please also note by purchasing a ticket from Global Tickets UK.com are consenting to having your email address added to our mailing list. We will NOT share this information with any third parties. This information is for our use only. All prices are in UK Pounds Sterling. **ONCE AGAIN LOST OR STOLEN TICKETS CANNOT BE DUPLICATED OR REFUNDED, PLEASE TREAT YOUR TICKETS LIKE CASH!**

Tickets and items purchased from this site by customers outside the UK will be available for collection from the event venue on the date of performance or upon arrival at the hotel, restaurant or attraction. Tickets will only ever be posted to the registered billing address of the credit card holder in the UK.