

Refund, Exchange and Resale Policy

The Seagull refunds tickets in the following circumstances

Cancellation, change of date or change of act

In the event that performance for which you have purchased tickets has been cancelled or has been moved to a different date or venue, we will provide a full refund (excluding the booking fee). Similarly, if the performance has substantially changed so as to be different from that originally advertised, we will also provide a full refund (excluding booking fee).

Refunds are not offered in any other circumstances.

Exchange of tickets

In the following situations we will offer an exchange for tickets for an alternative performance. Where the value of the exchanged tickets is higher than the original show, the ticket holder will need to pay the difference. Where tickets are exchanged for a cheaper performance, we do not issue partial refunds.

Ill health, change of circumstances & unexpected delays

We will offer an exchange of tickets for any performance where a customer informs us of their inability to attend MORE THAN 48 hours before the event start time.

Resale of tickets

We will offer to attempt to resell tickets for people who are not able to attend, and who provide us with less than 48 hours notice. However, should the event not be fully sold out, resale is highly unlikely.

No refund

We will not offer any refund, exchange or resale for tickets where the event has already passed, or has already commenced.