

## The Little Theatre refund and exchange policy

### Refund

All tickets purchased are non-refundable unless the show is cancelled or rescheduled. If your booking is not affected by cancellation or rescheduling, we will be unable to issue a refund for your tickets.

### Exchanges

Ticket exchange is subject to availability and an exchange fee (see below). Some things to bear in mind:

- **IMPORTANT:** Ticket holders must return affected tickets, in their possession, to box office before any exchange can be made.
- Exchanges must be for the same run of the show or, in the case of TOADS season shows, exchanges may be made for an alternate season show.
- Exchanges must be for tickets of the same value or higher.
- The exchange must take place a minimum of 24 hours prior to the start of the original ticketed performance.
- Exchanges cannot be made for expired tickets.
- This exchange policy excludes group bookings. Please contact box office via telephone or email to discuss group booking exchanges. Please note: group bookings have to be exchanged in their entirety, like-for-like.
- Exchanges are subject to a per ticket administrative charge of £2.
- Season ticket holders may exchange without incurring any exchange fees but subject to other conditions above.