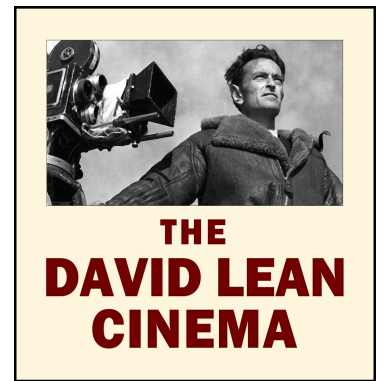


Refunds and Exchanges

Refunds or Exchanges are possible provided you let us know at **least 72 hours before the film is due to be screened.**



- **refunds** - a small administration fee may be charged, to cover any monies we are unable to recover.
- **exchanges** can be made for seats at the same or another screening (if available), at no extra cost. However, ticketing software limitations require an exchange to involve **all** the tickets in the original booking. (If it only applies to some of your group, you will need to request a refund and then rebook the tickets actually required.)

The procedure depends on how you purchased the original tickets:

- **Wallace Arnold Worldchoice** - refunds or exchanges can be made at the shop if you visit them before the 72-hour deadline - you will need to take your original tickets with you.
- **TicketSource** or our **Box Office** - these outlets have no facility to refund or exchange tickets. Please email savedavidlean@gmail.com with the subject 'FAO Box Office Manager' or telephone 07741 722555. (You can also use these contacts for Worldchoice tickets if you can't get to the shop in time.)

Cancellations

In the unlikely event of the Campaign having to cancel a screening we will refund costs in full. In this situation we will endeavour to notify customers in advance using the contact details on our database or provided at the time of purchase.