



Cockermouth Music Society

Ticket Refund Policy

Memberships are not refunded.

The purchase of a ticket entitles the bearer access to the performance/event named at the stated time and date. Cockermouth Music Society does all it can to ensure that performances take place in accordance with the advertised programme.

Tickets are non-refundable except under the following circumstances.

We may, at our discretion, refund the cost of the ticket to people who no longer wish to attend where (1) to (3) below applies. We will also use our discretion under (4) below.

1. When there are fundamental changes to the advertised programme beforehand.
2. When we have to cancel a performance, in advance or during a performance, at short notice.
3. When there is a sell-out, and we are told of tickets that cannot be used and they are re-sold.
4. When a customer is reasonably misled by our processes into paying more than once.

In cases (1) to (3), we will endeavour to notify people via our website and social media outlets.

Applications for a refund must be made in advance by [emailing](#) the Concerts Secretary. Refunds will not be allowed once the concert has taken place. No other compensatory payments will be made.