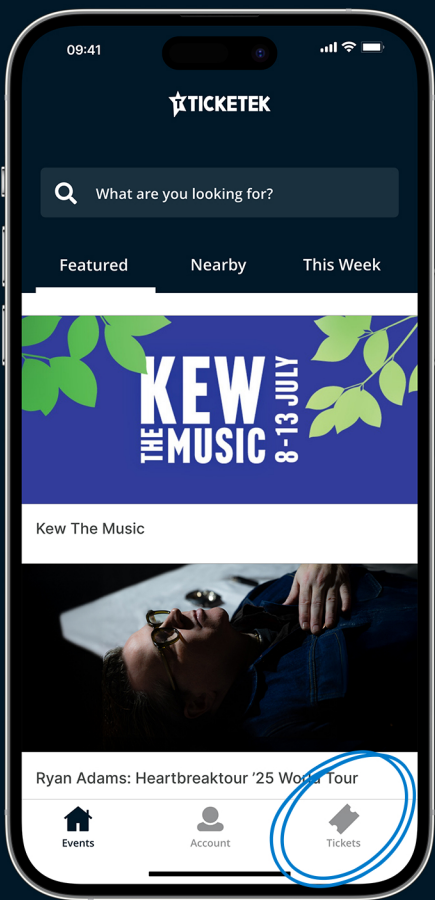




Has your session been cancelled with no other available sessions that suit your availability? Return your tickets via the Ticketek App & receive an automatic refund

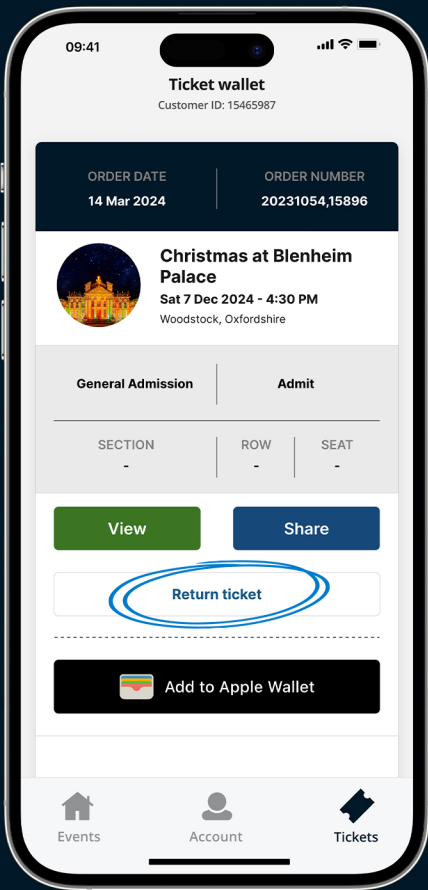
Step 1

Open the Ticketek App & navigate to your tickets



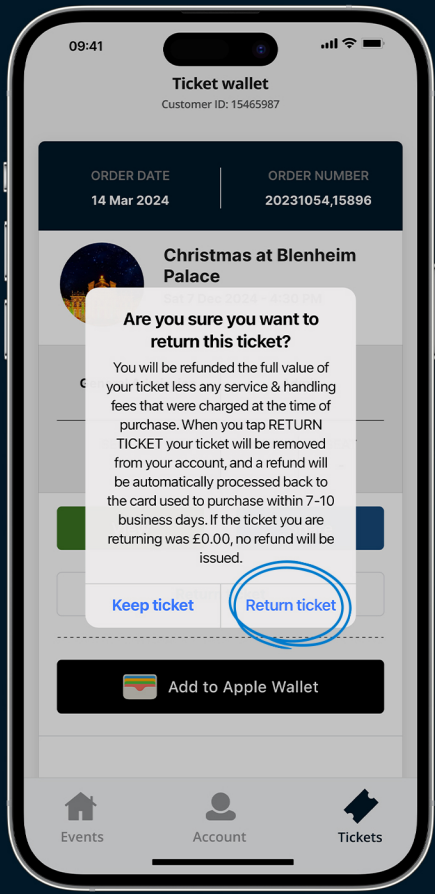
Step 2

Select the ticket you want to return & tap Return Ticket



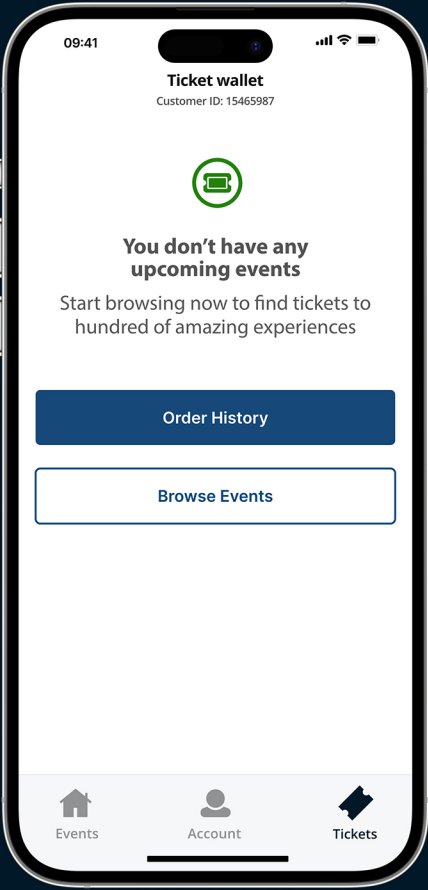
Step 3

You will be prompted with the conditions of return. Click Return Ticket to confirm



Step 4

The ticket you have returned will disappear from your ticket wallet your refund will be automatically processed.



Can I return more than one ticket in my order?
Yes! You will need to return one ticket at a time.

When will I receive my refund?
This will be automatically refunded back to the card used to purchase within 7-10 business days.

How much will I be refunded?
You will be refunded the full value of your ticket less any service & handling fees that were charged at the time of purchase. If the ticket you are returning was £0.00, no refund will be issued.

Why can't I see the ticket I returned in the app?
When you return your ticket, the ticket will be removed from the ticket wallet in the app. You can still view your full order via your confirmation email or order history on the Ticketek website.

