

Winter Festival of Lights: Ticket Sales Policy

Ticket Sales

All ticket sales are final. NO EXCEPTIONS. Events that are presented by other companies or groups will be the responsibility of the presenting company.

Refunds

Refunds are only given only in the event of a show's complete cancellation. In this case, refunds will be given to all ticket buyers upon the return of their purchased tickets, either in person, or by mail in order to receive the refund. All ticket prices are listed in Canadian dollars and the Festival is not responsible for any difference in the refunded amount as a result of U.S. – Canadian currency exchange rates.

Discounts

Please identify the type of ticket you are purchasing when placing your order i.e. Adult, Child, Gold, Platinum. Unfortunately, ticket price adjustments cannot be made once an order has been processed. In most cases, discounts are available for groups of 10 or more.

Handling Fees

All orders received by the Winter Festival of Lights by phone, fax, mail or email are subject to a non-refundable \$2.00 handling fee per ticket.

Ticket Mailing

Tickets ordered by telephone, mail or fax will be mailed to you if the order is received more than two weeks prior to the performance. Otherwise, tickets will be held at the Winter Festival of Lights office for pickup (Monday to Friday 9am – 5pm).

Policy on Children

We welcome children, but very young children can be disruptive to a performance. Children should be able to sit quietly in their own seats throughout a performance. Children unable to do so, along with the adult accompanying them, may be asked by an usher to leave the event. Please use discretion in choosing to bring a child.

Inclement Weather

For information on performance cancellation due to inclement weather, please visit our website for a special posting or call the Winter Festival of Lights office (905 374-1616 x. 40). Patrons unable to attend a show due to weather conditions should contact the Winter Festival of Lights regarding possible ticket substitutions. This must be done prior to the performance.

Lost Tickets

Contact the Winter Festival of Lights office and a duplicate ticket voucher will be issued (at no charge) for you to pick up on the day of the show. However, we must have a record of the original order so be sure when you order tickets, you provide all the information requested.

Method of Payment

The Winter Festival of Lights accepts Visa, MasterCard and American Express for payment of tickets ordered by phone. Tickets purchased in person at the Winter Festival of Lights office may pay using credit card, cash or debit.