

Winter Festival of Lights: Ticket Sales Policy

Sales Policy:

All ticket sales are final. Events that are presented by other companies or groups will be the responsibility of the presenting company.

Refund Policy:

Refunds are only given in the event of a show's complete cancellation, or at the discretion of management. In the event that you are unable to use your tickets, please contact the Winter Festival of Lights office. If the show is sold out, every effort will be made to sell the tickets on your behalf and your money will be refunded. There is a \$3.75 per ticket service charge for this service.

Discount Policy:

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.

Concert Cancellation Policy:

If a concert is cancelled by the Winter Festival of Lights, refunds will be given to all ticket buyers. Ticket buyers are required to return their tickets, either in person, or by mail in order to receive the refund.

Handling Fee Policy:

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. This fee is not charged for tickets purchased in person at the Winter Festival of Lights office or venue box office, if applicable. Orders placed with other distribution channels such as TicketPro Canada are subject to any fees that they may charge.

Ticket Mailing Policy:

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 or venue box office for pickup on the day/evening of performance.

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 Policy:

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. 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 Ticket Policy:

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.