

BRADFORD CATHEDRAL

Ticket Refund Policy

This ticket refund policy applies to tickets for any events, services or activities which are provided by the Chapter of Bradford Cathedral ('Bradford Cathedral'). It does not apply to events or activities which are provided by another entity where the Cathedral Building or any other property owned by Bradford Cathedral is used as a venue only. In these instances, refunds should be sought directly from the organizing entity.

Ticket Refunds

Bradford Cathedral will refund tickets if the event, services or activity has been cancelled.

If you purchased your tickets online, we are unable to refund the per ticket booking fee charged for this service. If you purchased your tickets in person or online and incurred a credit or debit card transaction fee during this process or paid a postage, regrettably we are also unable to refund this fee or postage costs.

We regret that tickets cannot be refunded due to adverse weather conditions if the event, service or activity goes ahead.

We may request that refunded tickets are returned to Bradford Cathedral at the purchasers cost.

Tickets refunds (except for event, service or activity cancellations by Bradford Cathedral) will not be given within 48 hours of the event, service or activity start time.

Ticket Resales

If you are unable to attend an event, service or activity, at the discretion of the Chief Operating Officer, we will endeavour to resell the tickets on your behalf at up to the face value of the Ticket. Tickets for resale will not be accepted within 48 hours of the event, service or activity start time.

Re-sale or transfer of tickets for profit or commercial gain is not permitted and may result in tickets being cancelled without refund.

Ticket Exchange

We do not offer a ticket exchange facility (where a ticket for one events, service or activity is exchanged for another).

Lost or Destroyed Tickets

At the discretion of the Chief Operating Officer, we will replace lost or destroyed tickets free of charge however we reserve the right to request proof of purchase before doing so.

This policy is available on request from the Cathedral Office or by visiting www.bradfordcathedral.org.