

## Shipping & Refund Policy

### REFUND POLICY

- Once purchased, tickets cannot be refunded. Venues and talent are subject to change.
- It is the customer's responsibility to check whether the event is going ahead on the scheduled date, time and venue. ETS cannot guarantee that Venue/Producer will inform the customer of any changes to the event date, time, venue, or talent.
- Please note, in the event of an event being cancelled or postponed, ETS cannot be held responsible for any costs incurred by the customer for travel, accommodation, or any other related service. Decisions to move or cancel events are not made by ETS, therefore we are not liable and will not offer compensation or refunds of any costs incurred.

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- The right to admission to an event is reserved by the promoter and event venue, who may take health and safety, environmental and security concerns into account at their reasonable discretion, and may from time to time carry out security searches. ETS would advise customers that no refunds will be offered to those who are refused entry or ejected from a venue on account of late arrival,, declining to be searched, abusive, threatening, drunken or other antisocial behavior (including smoking in no smoking areas), carrying offensive weapons or illegal substances, or making unauthorized audio, video or photographic recordings.

### SHIPPING

- After completing an online ticket purchase, tickets will be delivered to the email address you designate.
- The ticket you receive via email will be your event ticket.
- Ticket holders must present tickets upon entry, in one of two options. You can either print your ticket or present this digital version.
- Please contact us for any questions