

Exeter Corn Exchange Box Office terms & conditions

Once purchased tickets cannot be refunded except in the event of the show's cancellation. However, if a performance is fully booked, we will try to re-sell your tickets.

Before shows tickets are available from the counter in the main entrance in Market Street. The box office remains open for the first 20 minutes of each show.

All artists and programmes are subject to change without notice.

Reservations, without payment, will be held for a maximum of 7 working days. Online bookings will only remain held for 30 minutes without payment.

Tickets posted out are sent second class by Royal Mail. If you have not received your tickets within seven days of booking you are advised to contact the box office as soon as possible.

Customers are advised to check their purchase upon receipt as mistakes cannot always be rectified.

Every effort will be made to admit latecomers as soon as a suitable break occurs, but admission is not guaranteed and at the discretion of the Duty Manager.

By ordering you agree that the tickets are for the personal use of you and your party only, and will not be resold or transferred. Any resale or attempt to resell the tickets at a price higher than purchased will result in your orders being cancelled without prior notification.

In the event of a cancellation by the organiser/promoter (ie a cancellation due to circumstances beyond Exeter Corn Exchange's control), Exeter Corn Exchange will only refund the face value of the ticket. Exeter Corn Exchange will use every reasonable effort to contact purchasers either by phone, email or in writing (using the details provided at the time of ordering) and advise them to return the tickets. Please note, however, it is the customer's responsibility to check whether the event is going ahead at the scheduled date and time, and Exeter Corn Exchange cannot guarantee that they will inform the customer of any changes to the event date and time.

The right to admission to an event is reserved by the promoter and venue, who may take health and safety, environmental and security concerns into account at their reasonable discretion. Exeter Corn Exchange would advise customers that no refunds will be offered to customers who are refused entry or ejected from the venue on account of late arrival, being (or appearing to be) under age when purchasing alcohol, abusive, threatening, drunken or other antisocial behaviour, carrying offensive weapons or illegal substances, or making unauthorised audio, video or photographic recordings.