

THE PLATFORM 25

LIVE PERFORMANCE + EVENTS VENUE

YEARS

The Platform Refunds Policy

Our terms and conditions state:
The Venue operates a no refund policy.
Tickets may be exchanged or gift vouchers issued.

This is on the back of each ticket and the cover email that comes with E-tickets.

However, due to the temporary nature of the operation we will be offering refunds, if a patron cannot attend a show for a legitimate reason and within a certain time frame.

5 working days' notice

A patron can have a full refund on a ticket if they make this request at least 5 working days prior to a show. This will give the box office time to re-sell the ticket.

If there is a waiting list this can be reduced further but at the manager's discretion.

Vouchers or exchange

We can offer either a gift voucher or a ticket exchange if the request is made within 5 working days of the show.

The customer must be aware that the voucher will expire on 31st March 2024.

Any refund or exchange should be implemented before a show and not retroactively.