



## Refunds and Exchanges on Tickets at An Lanntair

### Terms and Conditions

Tickets are subject to the following terms and conditions, together with all other statements or directives shown on the ticket.

### Terms of Sale

Tickets are sold as non-refundable, non-transferable as clearly stated on the rear of all tickets unless an event is cancelled by An Lanntair.

An Lanntair may take tickets back for certain sell out events for re-sale at our own discretion. In this case the original tickets must be returned to us before a re-sale can take place.

### Cancellation & Postponement

- 1 In the event of cancellation or postponement of a performance, any refunds to be made to the purchaser shall be at the discretion of An Lanntair and will be made to the original purchaser via the same method that was used for payment.
2. Adverse weather – An Lanntair will refund tickets on events that have been *cancelled* due to adverse weather. However, if customers cannot attend an event that is taking place due to bad weather we may offer an exchange at our own discretion.
3. In the event of a date change at short notice (within 1 week of the event) An Lanntair will use reasonable endeavours to notify customers who purchased tickets from An Lanntair of the conditions that apply. Any refunds to be made to the purchaser shall be at the discretion of An Lanntair and will be made to the original purchaser via the same method that was used for payment.
4. Events held at An Lanntair by external hires may be subject to different terms and conditions. Please see your tickets for details.
5. Nothing mentioned in the aforementioned provisions shall affect the statutory position of the consumer.

If you have any questions about An Lanntair's terms and conditions please contact Head of Marketing Kathryn Lamont Smith – [kathryn@lanntair.com](mailto:kathryn@lanntair.com)