

# Sheffield Museums

## Sheffield Museums Ticket Cancellation Policy

All tickets booked via Eventbrite include an Eventbrite booking fee.

### Organiser cancellation

Where events are cancelled by the organiser, the ticket holder has the option to receive either a full refund or transfer their ticket fee to a different event. This includes a refund of the Eventbrite booking fee. In the case of a transfer, should the cost of the new ticket be higher than the original ticket, the ticketholder will be charged the difference. Ticketholders will be made aware of the event cancellation by email to the address that was given during booking. Ticketholders have 30 days from the scheduled date of the event to claim their refund or transfer.

### Ticketholder cancellation

When a ticketholder cancels more than seven days before the event is due to take place, they can claim a partial refund – the booking fee will not be refunded. Alternatively, they can have a full transfer to an alternative event, including the booking fee.

No refunds or transfers are available should a ticketholder wish to cancel seven or fewer days before an event is due to take place.