

Refunds and Exchanges

This year covid-19 has presented many challenges for everyone and arts organisations like Imaginarium are certainly not exempt from this. We ask that you consider donating the cost of your ticket where possible if you are unable to attend a show to enable us to continue bringing the work we do to people and communities across the region.

Refunds

A refund can only be issued on tickets if the show is cancelled by Imaginarium Theatre directly. This could be due to extreme poor weather or in the event that the government roadmap is altered in a way that that makes it impossible for us to deliver the performance as advertised.

Imaginarium shows go on, rain or shine, as is the practice with outdoor companies like ours. Refunds will not be issued in the event of light rain or drizzle.

In the event that you are asked to isolate by NHS Track and Trace you will first be offered the opportunity to swap to a different performance. If this is not possible that you may request a refund. However, please be aware that we will require evidence of the Track and Trace request. I.e. a screenshot of the app notification, text alert or email.

If you are ill with covid-19 you may request a refund. Unfortunately, we can not process a refund without evidence of a positive covid-19 result.

Exchanges

If you are ill and need to take a covid test you may be eligible for an exchange to a different performance date. To apply for an exchange we ask that you provide evidence of a covid test taken on the day of the performance. Please ensure that the date of test is visible on any evidence you are submitting.

How to Apply

If you purchased your tickets online through the Ticket Quarter Box Office, you must raise your request with them directly. If you purchased in person through our box office then please send your query to hello@imaginariumtheatre.co.uk

Imaginarium is a Non-Profit organisation and raises funds throughout the year to deliver our activity. We thank you for supporting our work and look forward to seeing you at one of our performances.

