

Alive Church Ticketing and Refunds Terms & Conditions

Cancellations are subject to a 7 day “cooling period” where 100% Refund is available, this applies only to tickets purchased over 25 days before the event. After 7 Days the following structure will apply to cancellations:

25 days before the event

25% Cancellation Fee applies

Between 21 and 24 days before the event

50% Cancellation Fee applies

Up to 20 days before the event

No Refunds

All cancellations must be in writing either by email or post and include full details of booking.

Refunds may take up to 30 days to process. Cancellations due to ill health or various “Acts of God” may be eligible for a full refund or reduced fees. Please state the circumstances along with the request for cancellation. These will be handled on a case-by-case basis and Alive Church reserves the right to subject all cancellations to the fees stated above. Suitable proof of circumstances will be required in these instances. Substitutions for tickets will not be allowed.