

Refund Policy

All bookings made via the Guiseley Theatre Boxoffice, including website (guiseleytheatre.org.uk/boxoffice), ticketsource phone number (0333 666 33 66) and the ticketsource website (ticketsource.co.uk) are subject to the below conditions.

All bookings made via the Guiseley Theatre box office (guiseleytheatre.org.uk/boxoffice), ticketsource phone number (0333 666 33 66) and the ticketsource website (ticketsource.co.uk) are non refundable but may be exchanged for a gift certificate of the same value of the tickets booked (excluding booking fee) prior to the event taking place if Guiseley Theatre deems the issuing of a gift certificate to be a fair resolution to the request made. No monetary refunds will be issued. Exchanges cannot be made after the event has taken place or has begun. Gift certificates issued will be valid for 12 months after the date of issue and can only be redeemed via the Guiseley Theatre box office (guiseleytheatre.org.uk/boxoffice), ticketsource phone number (0333 666 33 66) and the ticketsource website (ticketsource.co.uk).

If an event is canceled via the company or the venue, all tickets will automatically be refunded in full to the bank account used to make the purchase in full.