

Refunds and Exchanges | Oxford Opera

Oxford Opera values theatregoers' commitment in booking early and recognises that emergencies sometimes prevent attendance. The following services are available only for events at or directly organised by Oxford Opera. All other event refunds, exchanges and returns will be governed by the Terms and Conditions of the venue.

Exchanges

Subject to availability, tickets may be exchanged to another performance / event, provided notice is given at least 7 days prior to the original performance date. Tickets may only be exchanged for another day at the same price (or higher on payment of the difference) within the same run of events.

The exchange request must be made no later than **7 days** before the date on the tickets.

For exchanges on tickets for shows / productions, please contact: info@oxfordopera.uk

For exchanges on educational projects / workshops, please contact:
education@oxfordopera.uk

Exchanges may be governed by the Terms and Conditions of the venue, not Oxford Opera, and therefore may not be possible.

Refunds

All tickets sales are final and tickets are not refundable unless an event is cancelled or rescheduled by Oxford Opera. It is the responsibility of the customer to check all tickets/confirmations/invoices received and inform us of mistakes within 72 hours.

Refunds maybe governed by the Terms and Conditions of the venue organiser, not Oxford Opera, and therefore may not be possible.