**Refund request checklist**

**People requesting refund – need to fill in the following information:**

|  |  |
| --- | --- |
| Date refund request received |  |
| Name of person requesting refund |  |
| Contact Number |  |
| Name of ticket booker if different from above |  |
| Date and time of show |  |
| Number of tickets and breakdown of full and concessions |  |
| Ticket Rows and Numbers |  |
| Are you all in the same household |  |
| Proof of positive test – can you send confirmation of a positive test to:  [thecoretheatre@solihull.gov.uk](mailto:thecoretheatre@solihull.gov.uk) and include your name and the words **Positive test** in the subjest line  This should be your text or email response having registered your positive test on the government website. Please forward an email or take a screen shot of the text. | |

SCRIPT

There are three options:

* A refund to a card
* A credit of the amount of your tickets to your Provenue Ticketing account to use for future ticket purchases at the Core theatre
* A donation to the venue and the pantomime production company

Thank you I need to get a supervisor to approve this, please allow 48 hours for it to be processed.

|  |  |
| --- | --- |
| **For Office use only** | Date and tick relevant Box |
| Proof Received and approved |  |
| Refund Made |  |
| Credit Allocated |  |
| Donation made |  |
| Box Office member of staff, please print and initial |  |
| Check Waiting List for this show |  |