



FAQs for Amey Theatre customers: Facilities are closed to visitors due to the general situation with Coronavirus (COVID-19)

We hope that you will find these FAQs useful in answering any queries you may have at this time. If you would like to speak to a member of the team, please email boxoffice@abingdon.org.uk.

Q. How long will the facility be closed for and how will I know when they have reopened?

A: At this stage we do not know how long the facilities will be closed. However, when we know more we will send out further communication.

If you have any queries at any time, please contact us by emailing boxoffice@abingdon.org.uk and a member of the team will get back to you.

Q. I have booked tickets for an event at the Amey Theatre, will I receive a refund if the event is cancelled due to the facilities being closed?

A: In the first instance, we will attempt to reschedule the event to another date when the facilities are operational again. If we are able to do so, we will transfer your ticket to the new date. If you are unable to make this date, we will offer you a refund for the tickets purchased.

If we are unable to find a new date, you will be offered a refund for the tickets purchased.

In either case, we will contact you as soon as possible. Please understand that we are also working under unusual circumstances therefore, this may take longer than usual due to facilities being closed, but we will endeavour to process refunds as soon as possible. We would appreciate your additional patience and understanding at this time.

Q. I have purchased a ticket for an event at the Amey Theatre via a third party (i.e. not via the Amey Theatre Box Office or website), will I receive a refund?

A: We are unable to comment on the terms and conditions of ticket sales through third parties (e.g. Abingdon Operatic Society). We advise that you check their terms and conditions and contact them via the method specified on their website.

Q. How will I know which facilities have been closed and which facilities remain open?

A: Our website will be kept up-to date at all times with any important announcements or developments. Please refer to our website News section to be kept up to date during periods of closure.

Q. If I have purchased tickets for an event in the not too distant future, should I be worried about it being cancelled - How much notice will I be given?

A: Please see our website (www.ameytheatre.co.uk) for the status of events happening at the Amey Theatre. We will endeavour to update the website as soon as we are aware, but we advise you check the website before you travel. If you have any queries at any time, please contact us by emailing boxoffice@abingdon.org.uk and a member of the team will get back to you. Please be assured, any tickets purchased for events that we have had to cancel due to the closure of our facilities will be refunded.

Q. If I have hired the Amey Theatre or any of the Theatre Spaces during the closure, am I entitled to a refund?

A: In the first instance, we will try and reschedule the event to another date when the facilities are available and which are convenient for you. If we are able to do so, we will transfer your contract dates to the new date. If we are unable to find a new date, you will be offered a refund.

If you have any questions, please contact Nick Lloyd on nick.lloyd@abingdon.org.uk.

In either case, we will contact you as soon as possible. Please understand that we are also working under unusual circumstances therefore, this may take longer than usual due to facilities being closed, but we will endeavour to process refunds as soon as possible. We would appreciate your additional patience and understanding at this time.

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