

# REQUEST FOR A REFUND UNDER THE CONSUMER CONTRACT REGULATIONS



To: G Live, London Road, Guildford, GU1 2AA  
ticketing@GLive.co.uk

Please note these cancellation rights do not apply to tickets for a performance on a specific date.

## PART 1: QUALIFICATION FOR A STATUTORY REFUND

Please answer the following questions:

- ▶ Is the value of the item you are requesting a refund for greater than £42.00 YES / NO\*
- ▶ Did you purchase the item within the last 14 days YES / NO\*
- ▶ Did you purchase the item somewhere other than in person on our premises YES / NO\*
- ▶ Was the purchase for something other than an event on a specific date YES / NO\*
- ▶ Are you returning all goods to us with this form, or asking us to halt supply YES / NO\*

\*delete as appropriate

### If you answered 'YES' to all of the above

Please complete this form in full. We will verify your information, and process your refund request. We will refund the full value of your purchase (including any fees charged by us) within 14 days. Please note that in the case of gift vouchers, any portion which has already been redeemed will be deducted from your refund.

### If you answered 'NO' to any of the above

We do not consider that you are eligible for a statutory refund under the Consumer Contract Regulations. Please contact our friendly ticket office team on **01483 369350** to discuss any ways we might be able to assist you.

## PART 2: CANCELLATION FORM

I hereby give notice that I cancel my contract of sale of the following goods/for the supply of the following service: (describe the item you wish to be refunded)

Ordered on date  Received on date

Name of consumer(s)

Address of consumer(s)

Signature of consumer(s)

Date of cancellation

For Ticket Office use only:

Date Received  Refund authorised by:  Actioned by: