Refund policy for Devon Philharmonic Orchestra concerts

Tickets for our concerts can be purchased on-line through Ticketsource. A link is given on our What’s On page to the Ticketsource site when tickets become available for sale for each concert.

If you have any concerns that you may not be able to attend a concert through an injury or illness affecting you or your immediate family (including coronavirus), adverse weather conditions, mechanical breakdown of the vehicle taking you to the booked event, then for a little extra cost you can take out booking insurance protection through the Ticketsource website at the time at the time of booking. Please note that a doctor’s report needs to be submitted as evidence if you do subsequently need to make a claim.

If any concert is cancelled or postponed by the Orchestra for reasons such as the Government banning cultural events involving large number of people, or illness across a significant number of members of the Orchestra that make the concert unviable, then you will receive a refund of the purchase price of the ticket, including the booking fee, less a £1 handling fee per transaction. This is regardless of whether or not you took out booking insurance at the time of purchase.

If the Government introduces measures that restrict public travel due to coronavirus without banning cultural events involving large groups of people, and the concert goes ahead as planned, then unfortunately you will lose the value of your ticket if you are unable to attend. For this reason you may want to consider booking tickets closer to the date of the concert when your personal circumstances are clearer.