

David Lean Cinema Refunds and Exchanges Policy 2021

With effect from 14th October 2021 our Refunds and Exchanges Policy changes. Once you have paid for your tickets, we will only give refunds in exceptional circumstances.

If you are unable to use your tickets, you can exchange them for any film on sale at the time of the exchange no later than 24 hours before the screening of the original film. TicketSource will make a £1 handling charge for this service.

To request an exchange or refund for tickets purchased online or at the cinema box office, contact us via our online form at <http://www.davidleancinema.org.uk/contact-us-here/> with details of your tickets and request.

Cancellations

In the unlikely event of the Campaign having to cancel a screening we will refund costs in full. In this situation we will endeavour to notify customers in advance using the contact details on our database or provided at the time of purchase.