

Information about the exercise of the right to cancel

1. Exclusions

You are not entitled to cancel your contract for the purchase of tickets. All ticket sales are non-refundable

You have the right to cancel your contract for purchase of the following products or services, without giving any reason:

(a) any product purchased separately from or in addition to a ticket), within 14 days of the date of delivery of such product to you;

3. Cancellation

(a) To exercise the right to cancel, you must contact Total Tickets Ltd to inform us of your decision to cancel your purchase by a clear statement in writing sent to support@totaltickets.org within 14 days of the date of delivery of such product to you.

4. Effects of Cancellation

(a) If you cancel your purchase, we will reimburse to you all payments received from you, excluding the costs of delivery. Providing the purchase is returned, complete, in good condition along with all original packaging.

(b) We will make the reimbursement to the card holder without undue delay, and not later than-

(i) 14 days after the day we receive back from you any goods supplied, or

(ii) (if earlier) 14 days after the day you provide evidence that you have returned the goods, or

(c) We will reimbursement using the exact same means of payment as you used for the initial transaction,

5. Returns

(a) If you have received the product, you shall send back such product without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation to us, as follows:

(1) You must send the product to the relevant Total Tickets Ltd Partner, to such address as notified by us to you or as displayed on our website.

(2) You will be liable for the costs of returning the product (unless otherwise stated by the relevant Total Tickets Ltd Partner)