



BELMONT HIGH SCHOOL **PERFORMING ARTS COMPANY**

SHREK THE MUSICAL TICKET RETURN/REFUND INFORMATION

The March 19-21 Performances of Shrek the Musical at Belmont High School have been cancelled. We hope to have an opportunity to share with audiences all of the hard work that students put into the show in the future, though no plans are in place yet.

In the meantime, below is information for ticket holders for performances. **Refunds will be granted to anyone who purchased a ticket to the show that would like one.** Expenses for the show (scenery, lighting, costumes, props, sound & lighting equipment rentals, production rights and more) are paid for almost entirely through ticket sales. Almost all of these production expenses have already been spent, so **we are grateful to anyone who is willing to consider their ticket purchase a donation to the Performing Arts Company instead of requesting a refund.**

Please read below for details about how to request a ticket refund or indicate that your ticket purchase may be considered a donation.

All ticket refunds must be requested no later than Saturday, March 21st. After that date, if a refund has not been requested, we will assume that the purchase is being considered a donation.

IF YOU PURCHASED TICKETS AT CHAMPIONS

YOU CAN TURN IN TICKETS AT CHAMPIONS FOR A FULL OR PARTIAL REFUND.

Champions ticket returns will be open until March 21. After that date, unreturned tickets will be considered a donation.

You must return the tickets purchased in order to get a refund. No refunds will be given without tickets being returned.

If you paid by check, the original check will be returned to you when you turn in your tickets. If you paid in cash, you will be refunded in cash.

If you paid in cash and would like only a partial refund, let the Champions staff know how much of your original ticket purchase you would like refunded. The remainder will be considered a donation to the Performing Arts Company.

TURN IN TICKETS BY MAIL

Given public health concerns, if you prefer to return tickets by mail you may.

You must mail your tickets with a note containing the following information:

- Number of each ticket type being returned (Adult/Student)
- Whether original payment was made by cash or check (and name on the check)
- Where to mail ticket refund.

Mail tickets and refund request to:

PATRONS, ATTN: Ticket Return

PO BOX 78410, Belmont MA, 02478

Please note, it may take 2-4 weeks for returns by mail to be processed.

IF YOU PURCHASED TICKETS ONLINE

You should receive an email in the next 24 hours with the information below.

Send an email to tickets@bhs-pac.org

Include the following information in the email:

1. The order number (this can be found in the email confirmation you received when you placed the original order)
2. The name on the order.
3. Whether you would like your purchase to be considered a donation, would like a full refund including your credit card processing fee, or a refund for the ticket purchase, but *not* the credit card processing fee*.

**The PAC still has to pay processing fees even if we issue you a refund, so requesting a refund for the tickets but not the processing fee helps us limit our financial loss.*

It may take us 2-5 days for us to process refund requests and an additional 2-5 days for our online ticketing service/credit card companies to complete the transaction.

Thank you for your patience waiting for this process to be completed.

All charges and refunds will show up on your credit card statement as “Vendini, Inc.”