

Practice Good Health Hygiene at ALL events.

TicketWindow understands there are currently concerns regarding the coronavirus (COVID-19) in Canada.

Your health is, and will remain, the top priority for **TicketWindow**, show promoters, artists and venues. To that end, when attending a show or event, we encourage all ticket purchasers and event attendees to practice proper health hygiene as prescribed by Health Canada.

Please wash your hands with soap and water, use a tissue or your arm when sneezing or coughing, use hand sanitizer (gel form) and most importantly your best judgment when you are not feeling well. If you are experiencing cold or flu-like symptoms seek medical advice and refrain from close contact with others.

REMEMBER to CHECK on TicketWindow and confirm dates and times for your event. Please note, if an event is postponed ticket holders will be notified by email and provided with details. In the event a federal, provincial or local government agency issues restrictions on public gatherings and an event/show is cancelled and cannot be re-scheduled, the face value of the tickets will be refunded.

IMPORTANT as of April 1st, 2020 – All tickets for Postponed events have a non refundable service fee unless it is a complete cancelation without a new scheduled date. Ticket holders will be notified by email.

Question: What are service fees and why are they non-refundable?

Answer: Service fees are charged on every ticket as part of our continued service to each ticket holder and charged at the time of purchasing a ticket. This is agreed to during checkout which can be found in our Terms and Conditions prior to completing each and every order. Service fees are set on each ticket to serve you better, and allows us to represent you in cases where we need to issue applicable refunds on the face value of the ticket on cancelled events only or if the postponed date does not work in your schedule. Feel secure knowing you are looked after with Ticketwindow without having to purchase your cash tickets directly from the event organizer.

Thank You.

Paul Rivard ~ President



WHAT IS CORONAVIRUS (COVID-19)

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

CLEAN HANDS

<https://www.cdc.gov/handwashing/when-how-handwashing.html>

ADVICE FOR PUBLIC

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>