



City of Birmingham Rockets Basketball Club: Ticket Refund Policy

Thank you for supporting the City of Birmingham Rockets. To ensure a consistent experience for all fans and to maintain the sustainability of our match-day operations, please review our official refund policy below.

1. Standard No-Refund Policy

All ticket sales for City of Birmingham Rockets home games are **final**. Except as expressly stated in this policy, the Club does not offer refunds, exchanges, or credits for tickets purchased, including cases of:

- Personal schedule changes or "change of mind."
- Inability to attend due to illness or travel delays.
- Mistakes made during the booking process.

2. Cancelled Games

In the event that a fixture is **cancelled** and not rescheduled:

- All ticket holders will be entitled to a **full refund** of the face value of the ticket.
- Refunds will typically be processed automatically to the original payment method. If manual action is required, the Club will contact ticket holders via the email address provided at the time of purchase.

3. Rescheduled Games

If a game is **rescheduled** (moved to a different date or time):

- Your original tickets will remain valid for the new date and time.
- If you are unable to attend the rescheduled fixture, you may request a refund by contacting our ticketing office within **7 days** of the rescheduling announcement.
- Refund requests made after this window or after the rescheduled game has taken place will not be honored.



4. How to Contact Us

For inquiries regarding cancelled or rescheduled fixtures, please contact our support team:

- **Email:** enquiries@cobrockets.co.uk
- **Subject Line:** Refund Request - [Game Date] - [Order Number]

Note: The Club reserves the right to make changes to the game roster, entertainment, or seating arrangements without notice. Such changes do not constitute grounds for a refund.