

## **The Barber Institute of Fine Arts | Refund Policy**

### **Public Programme – events and workshops**

Entrance to our galleries and temporary exhibitions as a general visitor remains free, with no need to book in advance to visit.

For charged special events and workshops as part of our Public Programme, the Barber Institute manages its ticketed system through [Art Tickets](#).

Our refund policy is that tickets cannot be refunded unless the event is cancelled by the Barber Institute. Tickets are valid only for the date, time and event stated; please contact the Learning & Engagement team at [learning@barber.org.uk](mailto:learning@barber.org.uk) if you have booked an incorrect time slot for an event. Please check your Art Tickets confirmation email on receipt as mistakes may not be able to be rectified.

Should the cancellation of an event be required, the Barber will attempt to contact all customers who have booked tickets in advance, with information about the cancellation and the refund of tickets through the email address: [learning@barber.org.uk](mailto:learning@barber.org.uk).

This will take place as soon as the decision to cancel has been made and will be in the form of email. Customers are therefore advised to check their emails/spam inbox before visiting the Barber to avoid an unnecessary travel should an event be cancelled. The Barber will refund the full ticket price paid and contact you about an alternative date for the cancelled event if this is possible.

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