

Ticketsolve Protect

What is Ticketsolve Protect?

Ticketsolve Protect is an optional add-on product provided by Ticketsolve, backed by Protect Group. If you opt in to Ticketsolve Protect, your tickets are fully refundable if something unexpected stops you from coming to the event.

What's covered?

Covered reasons include (but aren't limited to):

- Illness / Injury
- Pre-existing Medical Condition
- Theft of Documents
- Public Transport Failure
- Home Emergency
- Adverse Weather
- And many more!

Examples of what is not covered include change of mind, booking error (wrong date), and event cancellation.

Full terms and conditions can be viewed at: www.refundable.me/extended/en/

Additional information

- Ticketsolve Protect must be opted in for during the original ticket purchase. It cannot be added retrospectively.
- Ticketsolve Protect applies to all tickets in an order, including booking charges/fees, and the refund protection fee. It does not apply to any products purchased.
- Refunds can be applied for any time before and up to 60 days after the event date.
- Ticketsolve Protect is non-refundable unless the entire booking is cancelled and qualifies for a refund under the service terms.
- Refunds can be requested for part of a booking (e.g. 1 of 4 tickets), allowing the remaining tickets to remain valid.
- In the instance of event cancellation, Ticketsolve Protect is not applicable.

Want to apply for a refund?

If you are unable to attend the event for a covered reason, you can apply for a refund by clicking the link in your confirmation email or visiting:

<https://form.refundable.me/forms/refund>

(Your booking reference is your order number.)

Refund applications are handled directly by Protect Group via their secure refund portal.

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