

Ticket Refund Insurance from Ludus Protect

WHAT IS "LUDUS PROTECT"?

Ludus Protect is a ticket refund insurance offered through Ludus.com, St. Dunstan's ticketing platform. It can be added to your ticket purchase at the time you are checking out, but not after that.

If you purchase Ludus Protect and later seek a refund, you must follow the link in your confirmation email to submit your refund request.

WHAT DOES LUDUS PROTECT COVER?

If you have purchased Ludus Protect and provide the necessary evidence, Ludus will refund your ticket purchase for the reasons listed below:

- Illness / Injury (not including Covid-19)
- Pre-existing Medical Condition
- Death of Immediate Family
- Pregnancy Complications
- Public Transport Failure
- Flight disruption
- Mechanical Breakdown
- Adverse Weather
- Home Emergency
- Jury Service
- Court Summons
- Armed Forces & Emergency Services Recall

SOME GENERAL CONDITIONS OF REFUND:

- Any reason for a refund must not have been foreseeable at the time you made the booking for the event.
- No refund if you made your booking by mistake, or if it is no longer wanted or needed, or you changed your mind, or you disliked the production.
- If the event is canceled or postponed to a date you cannot attend, please contact St. Dunstan's directly. Ludus Protect will not refund for a canceled performance.
- You will be asked to provide supporting evidence at your own expense.
- Your refund will be made to the same method used to purchase tickets.
- Claims must be submitted no later than 14 days following the occurrence of the event.