

# Ticket Refund Protection (ticket insurance)

**St. Dunstan's Theatre** uses ShowClix.com to sell tickets online. ShowClix offers patrons the option to purchase Refund Protection by Protecht when purchasing tickets.

Payment for ticket insurance goes to Protecht, not to St. Dunstan's nor to ShowClix.

Protecht's Refund Protection covers situations that prevent the ticket buyer from attending, such as vehicle breakdowns, accidents, injuries, illnesses, or legal obligations.

It does NOT cover situations that affect the event itself, such as weather cancellations, a change in the cast, a customer's decision not to attend, or many other scenarios.

Refund Protection insurance is not required. It is entirely optional at the time of purchasing tickets.

For information on Protecht's Refund Protection, copy and paste this link into your browser:

<https://help.requestmyrefund.com/general-raas/>

**Note:** St. Dunstan's Theatre does not recommend purchasing Refund Protection. If you have an emergency or other event that prevents you from attending a show, please email [Tickets@StDunstansTheatre.com](mailto:Tickets@StDunstansTheatre.com) or leave us a message at 1-844-386-7826, option #3. We will assist you.