

I've got tickets to an event next week and I'm not sure what will happen in light of coronavirus. I bought the tickets for myself and a few friends, one of them is worried about attending. What can I do?

Ticket holders who change their mind about going to see an event, such as a concert that is still going ahead, have no legal right to a refund.

If, however, the event is cancelled, your refund rights will depend on how you bought the ticket.

If you bought your ticket from an official seller and the organiser cancels, moves, reschedules, or makes the event behind closed doors, you should get a refund. This is the case even if it is cancelled due to a government ban on large events. The official seller is the best person to ask about how to get a refund.

If you bought your ticket from a ticket-reselling website, refunds will depend on the site's terms and conditions.

If you bought from a private seller and the event is cancelled or rescheduled then it is unlikely you will be able to recover your money. We recommend you contact the seller.

If you're due to go to an event, keep checking the information from the official seller or organiser to ensure you're up to date.

Unfortunately we've found that in these situations scammers prey on those who are affected.

If your event is cancelled and people or companies offer their services to try to recover money on your behalf, make sure that you're looking out for the [signs of a potential scam](#).