



TICKETING POLICIES

Sales & Refunds

- **All sales are final** — No refunds or exchanges. Refunds will automatically be issued if an event is cancelled with no replacement artist.
- All performances, including artists, dates, and programs, are subject to change.
- Discounts apply only to tickets purchased in a single transaction. For additional assistance with discounts please call the Box Office at 604-602-0363.

Ticket Requirements

- Every person attending must have a ticket, regardless of age.
- The minimum age for attendance is 7 years — no infants or babes in arms permitted.

Youth & Ru35 (Under 35) Tickets

- Youth and Ru35 tickets are only available for purchase by **calling the Box Office at 604-602-0363**. Limited availability.
- Regular tickets cannot be converted into Youth or Ru35 tickets after purchase.
- Youth and Ru35 tickets must be picked up at the box office on the day of the performance.
- If attending multiple concerts, tickets must be picked up at the box office on the day of each performance.
- Youth Club/single Youth ticket holders must be accompanied by an adult. Unaccompanied youth may be denied entry.
- Limit of 2 Ru35 tickets per person per concert.
- Valid ID required when picking up Ru35 tickets.

Authorized Sales

- VRS is the sole authorized ticket seller for VRS concerts. Tickets can be purchased directly through our [website](#) or by calling the Box Office at 604-602-0363.
- Tickets purchased from third-party sites or re-sellers may be denied entry. VRS is unable to re-issue tickets or resolve ticketing issues related to purchases from a third party.

Latecomers & Seating

- Latecomers will be seated during an appropriate break in the performance.
- If you arrive after the performance begins there is no guarantee of being seated in your original seat. You will be seated in the nearest available seat to avoid disruption to the performers and other audience members.

General Reminders

- Turn off electronic devices (cell phones, smart watches, and other devices) during performances.
- Photography and recording are strictly prohibited.

Lost Tickets

- If you have misplaced your ticket, **please contact the VRS Box Office** at 604-602-0363 or visit us in person Monday, Wednesday, and Friday 1-3pm (103-119 West Pender St., Vancouver BC) for assistance.
- Requests to have a ticket re-issued should be made a minimum of 72 hours (3 days) before the performance.

Fees

- If you wish to have your tickets mailed to you, your order will include a **Mailing Fee of \$8**.
- VRS uses Canada Post for all mailed tickets. VRS cannot guarantee receipt of tickets via mail. If you require re-mailing of your ticket order additional fees may apply.