

University of Mount Union Box Office Fulfillment Policies

Refund Policy: A full refund minus any fees will be issued on ticket orders canceled up to 24 hours before the start of the performance. The box office must be contacted at 330-821-2565 or boxoffice@mountunion.edu at least 24 hours in advance of the performance to request a refund. Orders purchased by credit card will have funds returned (minus any fees) to that credit card within 7-14 days. Any cash purchases will be issued a check (minus any fees), which will be mailed to the address on the customer's account information.

If the University of Mount Union must cancel an event, a full refund will be issued for all ticket purchasers within 7-14 days. If the event is postponed, purchased tickets will be accepted at the rescheduled performance. If the ticketholder cannot attend the rescheduled performance, a full refund will be issued. If ticketholder cannot attend the newly scheduled event, please let the box office know at least 7 days prior to the new date, so your ticket can be made available for sale again.

Delivery policy: Tickets and confirmations are delivered via email unless physical tickets were issued during the in-person purchase. You can download your ticket from your confirmation email. You can also request that your tickets are held in "will call" at the box office during the checkout of your purchase. Those must be picked up in person at least 30 minutes before showtime.

If you have additional questions or concerns, please contact the Box Office at 330-821-2565 or boxoffice@mountunion.edu.

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