

## **Casino Regina Show Lounge Cancellations/Postponements – Guests Frequently Asked Questions**

### **1. I have tickets to a cancelled show in the Show Lounge – what do I do?**

Cancelled shows have no future date of reschedule. As such, you are entitled to a full refund of your ticket.

If the ticket was purchased from the Box Office, please call the Box Office, or bring the physical ticket to the Box Office to obtain your full refund. The refund will be issued using your original payment method.

If you purchased the ticket online, please call the Box Office to obtain your full refund. The refund will be issued using your original payment method. Please note it may take several days for the funds to be returned to your account.

### **2. I have tickets to a postponed show in the Show Lounge – what do I do?**

Postponed shows are currently being rescheduled. Please contact the Box Office for the new date or visit [casinoregina.com](http://casinoregina.com) for more details.

If the ticket was purchased from the Box Office, please visit the Box Office and we will reprint your ticket once you have been notified of the new date.

If you purchased the ticket online, please destroy and reprint your ticket once you have been notified of the new date.

### **3. What if the rescheduled date does not work for me? How long do I have to refund my ticket?**

If a show is rescheduled and you cannot attend the new date, you have 30 days to request a refund of your ticket from the date of the announcement.

### **4. Will other shows be cancelled or postponed?**

Cancellations or postponements are always possible and Casino Regina attempts to reschedule all cancelled shows.

If a show is cancelled or postponed, Casino Regina will do everything possible to notify ticketholders of any changes.

Details on cancellations and postponements can also be found on [casinoregina.com](http://casinoregina.com).

**5. How will I be notified if a show is cancelled or postponed?**

If you purchased the ticket at the Box Office, you would receive a call from Casino Regina notifying you of the cancellation or postponement.

If you purchased the ticket online, you would receive an email from Casino Regina notifying you of the cancellation or postponement.

**6. Can I get a refund for a show that has not been cancelled or postponed?**

Tickets for shows that have not been cancelled or postponed are not eligible for a refund.

**8. What is the telephone number for the Box Office?**

The Box Office can be reached by calling (306) 565-3000 or 1-800-555-3189.