

Looking to book tickets?

Who are we and what do we do?

Nordoff Robbins is the largest independent music therapy charity in the UK, dedicated to changing the lives of vulnerable and isolated people. Get Loud is our annual awareness day where we encourage individuals to take part in music events and activities to help raise money to support the charity. More information on what we do and who we are can be found here <http://getloud.org.uk/>

How much are the tickets?

All of our Get Loud Sessions are priced at £10 per ticket per show, it is our ambition that we make all of our shows accessible to everyone. We host the shows in intimate venues and the capacities are small, therefore we limit the number of tickets to 4 per transaction.

Where can we buy tickets?

All tickets to our Get Loud Sessions are sold via <http://getloud.org.uk/#sessions>

SSE Reward tickets, why can't I access tickets from this account?

SSE are the headline sponsor for Get Loud for Nordoff Robbins. SSE Reward Customers have access to ring fenced tickets at each of the Get Loud Sessions. If you are an SSE Reward Customer, please use this link www.universe.com/getloud to access the correct tickets and you will need to enter the 'access key' at point of purchase to unlock the purchase function. You will find the access key by logging into <https://sSEReward.com/>. If you are a non- rewards customer and want to buy a Get Loud Session ticket, please follow this link <http://getloud.org.uk/> to access the main booking page.

Can I purchase tickets by phone?

Sadly, we don't sell any of the tickets over the phone.

Where can I see your Terms and Conditions? They are available to read here:

https://www.nordoff-robbins.org.uk/sites/default/files/nordoff_robbins_terms_and_conditions_2018.pdf

If I do a donation, where does my donation go to?

All donations will go directly to Nordoff Robbins. *Nordoff Robbins is the largest independent music therapy charity in the UK, dedicated to changing the lives of vulnerable and isolated people, for more information please see the website www.nordoff-robbins.org.uk*

If I have a disability, how am I able to let the venue know my requirements?

Nordoff Robbins endeavours to make all our events accessible to everyone. We work closely with all the venues, so please let us know your needs and we will work to ensure your requirements can be met. You can contact us directly about this via GetLoud@nordoff-robbins.org.uk
(Please state your Full Name and the Session in question).

Can I make a group booking?

All our sessions have a maximum of a four tickets allowance per person. This policy is in effect to discourage unfair ticket buying practices.

Why do tickets sell out so quickly?

Unfortunately for some events demand for tickets far outweighs the number we can supply. Tickets are sold to customers on a first-come first-served basis, and we do not operate a waiting list for cancellations.

Already ordered your tickets?

How do I know if my booking has gone through?

Once you have completed the booking form and submitted your order, you will get an email confirmation - please ensure that you enter your email address correctly when booking. Many email account providers offer a filter service to protect you from unwanted junk mail or 'spam'.

It is possible that your email confirmation from the ticketing platform has been mistakenly filtered by this service; so, if you do not receive email confirmation within 48 hours please check your Junk Mail and/or Deleted File folders. If you still cannot find your confirmation email, please contact the ticket agency you purchased your tickets from and they will be able to help you.

Where are my tickets?

Please contact the ticketing provider regarding ticketing enquiries, you will find their details on your booking confirmation email. Alternatively, you can contact the ticket agency you purchased your ticket from. **(Please state your Full Name and the Session in question)**

Can I cancel or change my booking?

We regret that we cannot exchange, refund, transfer or return tickets unless the event in question is cancelled or details of the event are significantly changed.

I can't make the performance - can I exchange my tickets or get a refund?

Unfortunately, not. The only exception is if the event is cancelled or rescheduled.

What happens if an event is cancelled or rescheduled?

In the unlikely circumstances that the event is cancelled, we will contact you via the details you provide when booking your tickets, and explain what happens next. If a show is being rescheduled, you will be given a choice between attending the rescheduled event or you may be able to claim a refund.

Can I collect my tickets at the box office?

Tickets purchased within 4 days of the event will be available for box office collection.

Can someone else collect the tickets on my behalf?

No unfortunately not, tickets can only be collected with a form of ID that matches the name on the ticket.

How do I change the name on my tickets?

No unfortunately not, this policy is in effect to discourage unfair ticket buying practices.

What time do the doors open?

All door times will be printed on the tickets. If you want to know in advance of purchasing ticket, please contact the venue directly.

Post Event

What if I lose something on the night?

Please contact the venue directly for all lost property enquires.