

George Strait Concert Refund Policy

The original tickets for the George Strait concert, scheduled for January 24, 2008, are still valid and will be honored for the rescheduled concert (date yet to be determine).

Refunds

All Tickets Purchased through an SMG Box Office (both Times Union Center and The Arena) Will be refunded at the main box office located at the Jacksonville Arena. Box Office Hours - Monday through Friday – 10am – 4pm. ORIGINAL TICKETS MUST BE PRESENTED to obtain a refund.

All tickets Purchased through TicketMaster Outlets will only be refunded at the location of the original ticket purchase. ORIGINAL TICKETS MUSTS BE PRESENTED to obtain a refund.

All TicketMaster purchases by phone or online, will be refunded by TicketMaster upon request of customer. Please call Ticketmaster at 904-353-3309.

All tickets must be refunded through the outlet where the tickets were purchased.

All Tickets Purchased through other online or street vendors must be refunded through those parties.

Requirements for a refund at the Arena Box Office,

The Credit Card used to purchase tickets must be provided

Photo Identification, matching the Credit Card used, is required to receive a refund

Refunds will be credited to the original credit card utilized.

Cash refunds will only be made to those who purchased the original tickets with cash, original tickets must be presented, at the original place of purchase, and proof of identification is required.