

Live Nation Ticket Policy for Concerts at Fenway Park

Canceled Shows

All tickets for canceled shows purchased on the primary ticketing platform will be available for full refunds inclusive of service charges, where applicable. The cost of expedited shipping and merchandise will not be refunded.

For customers who purchased tickets through a resale platform or distribution partner, the customer will need to seek a refund from such resale platform or distribution partner.

Rescheduled Shows

Effective May 1st, please work with your ticketing provider to enable the following process for shows that have been **rescheduled with a new date**

- Once a new date is announced, ticket holders should receive an e-mail advising them that refunds will be available for a **30-day window**, with instructions on how to secure their refund. Refunds will be issued for the ticket price plus applicable service charges, where applicable. The cost of expedited shipping and merchandise will not be refunded.

- In addition, customers should be advised that if they do not elect a refund within the 30-day window, their tickets will remain valid for the rescheduled date. After this 30-day window closes, their tickets should no longer be available for refund.

- For customers who purchased tickets through a resale platform or distribution partner, the customer will need to seek a refund from such resale platform or distribution partner.

Postponed Shows

Postponed shows are those that are still in the process of being rescheduled and assigned a new date. These shows will be made available for refunds when the event producer finalizes the new routing of the show and provides this information to Live Nation. If the show is not rescheduled within 60 days from when it was publicly postponed, the 30-day window for refunds will open at that time.

Upon confirmation of the new date or expiration of the 60-day period, the same procedure for rescheduled shows should be followed as outlined above.