



LUMAICA St Albans Rainy Evening Policy 2022

- If it rains continuously at LUMAGICA St Albans for 60 minutes or more in the 90 minutes after your entry time, visitors with pre-purchased tickets are entitled to return for a complimentary like-for-like visit.
- “Like-for-like” means that an adult ticket can be exchanged for another adult ticket, a child ticket for a child ticket or family ticket for family ticket of the same ticket value or less.
- No refunds are given if the ticket value is less than the Rainy Evening visit and cannot be part redeemed against a higher priced ticket.
- For the Rainy Evening policy to be activated, it must rain continually for a minimum of 60 minutes in the 90 minutes following your entry time during the opening hours of the event. Weather conditions will be recorded by LUMAGICA St Albans and our decision will be final.
- The Rainy Evening Guarantee cannot be redeemed during the Gala Firework events.
- The return date is dependent on a return ticket being available on the chosen date to visit, where tickets are sold out another date will need to be chosen.
- Return tickets will only be issued upon confirmation of your original ticket booking reference (beginning with the letter D).
- Excludes any Rainy Evening return visits.
- No cash alternative is available.
- Tickets can only be used by the original ticket holder.
- To request your Rainy Evening return visit, email info@lumagicastalbans.com with your original booking reference and the requested date for your return visit. If all conditions are met, a new ticket will be issued by email. We cannot issue Rainy Evening return tickets by telephone.
- The Rainy Evening Guarantee cannot be used in conjunction with any other offer.