

Return/Refund Policy

Ticketed Event Refund

Get a full refund on tickets purchased online IF you change your mind within 24 hours of purchase. E-mail payment@artscouncilnortheast.org or call 817-283-3406. (Convenience/shipping/handling fee is not refundable.)

Refunds for Canceled Events

We'll contact you and issue a refund automatically, including all fees.

Refunds for Rescheduled Events

We'll contact you with the new date and time ASAP. Can't make it? We'll issue you a refund, including all fees. Please return tickets bought by USPS to: Arts Council Northeast, P.O. Box 210816, Bedford, Texas 76095 or bring to the Arts Council office, 2819 R. D. Hurt Pkwy., Bedford, Texas 76021. **(But be sure to call first) 817-283-3406.**

Exceptions to the Refund Policy include Shining Stars, Garden Party, membership, donations and raffle tickets.

Summer Arts College Registration Refund

Discounted Early Registration and Deposit are non-refundable. Any payment made above Deposit is refundable one week prior to start date of camp.

Delivery Policy

Taste of Northeast

Tickets ordered 10 days or more prior to event will be sent by US Postal Service. Tickets ordered less than 10 days prior to event will be held at Will Call.

Turnaround

All ticket orders will ship within 3-5 business days from the date of payment via USPS, Monday–Friday.

Exceptions: some Arts Council events are non-ticketed events; customer name will be placed on list at event for check-in.

Disclosure of Merchant's Outlets

Arts Council Northeast is located in Bedford, TX, USA, complying with all local and state regulations.