



Covid Refund Policy

If there are still shows remaining which you can attend before the end of the run on the 24th, we will do our best to move you into one of these shows.

If that is not possible, Cousin Jack's will only issue a refund upon receipt of proof of a positive PCR test. This can be emailed to esther@cousinjacks.org along with details of the show you were due to attend.

We are able to provide partial refunds if not all of your party are ill or live in the same household and would like to still come.

Cousin Jack's is a small theatre company who rely heavily on your ticket income for the survival of our company. If you feel able to, we would greatly appreciate you considering donating part of your ticket cost in your absence to allow us to bring Mowzer back to Mousehole next Christmas!

We will also be hosting a YouTube screening of The Mousehole Cat which will be made available to you if you choose to donate all or part of your ticket cost to us. This will be live from the 18th December to the 2nd Jan to watch at your own leisure when you are all feeling a bit better.

We are not able to issue these refunds instantly as we are a very small team but we will endeavour to process all refunds by the 5th January at the latest. We thank you for your patience on this, please do not send any emails to us to chase the refund until after this date.

Meur ras,

Cousin Jack's