



City of Bristol Tennessee

FOR IMMEDIATE RELEASE
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Viking Hall Box Office Open Additional Hours to Accommodate Duck Dynasty Refunds

In an effort to better serve those patrons who purchased tickets to hear the Duck Commander Willie Robertson of A&E's Duck Dynasty, the Viking Hall Box Office will be open on Saturday, November 16 from 10:00 AM to 12 Noon to issue refunds. Those who purchased tickets to the event which has now been cancelled by Family Ministries will have an opportunity to get the ticket costs refunded outside the normal Monday through Friday Box Office business hours. "Tickets that were purchased directly from the Viking Hall Box Office may be brought back to the Box Office windows on Saturday to immediately be given a credit on their credit card or refunded cash if the tickets were purchased in cash," said Darlene Cole Venues Manager for the city. "Lots of people purchased their tickets on the first day of ticket sales which was on a Saturday and our normal business hours would make it difficult for them to get their tickets refunded. Customer service is our priority."

If tickets were purchased online through ETIX those customers must go on-line at etix.com to get a refund. Click on the Customer Service tab to be prompted through the process. Angie Rutherford, Box Office Manager said "Usually within 5 minutes of completing the form your credit card will be credited, however if any of our customers encounter any issues we ask that they call us so that we may assist them."

If ticket buyers prefer, they may mail their tickets along with their name and phone number to PO Box 3563 Bristol, TN 37625. Box Office personnel will refund their tickets and call customers to confirm the credit card has been credited.

“We are disappointed that we are unable to bring this particular program to the area but we also understand the circumstances resulting in its cancellation. We truly regret any inconvenience this has caused our customer base” Cole concluded.

For more information on ticket refunds, please contact Angie Rutherford, Box Office Manager at arutherford@bristoltn.org or call 423-764-0188.

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