



Frequently Asked Questions About WPP Tickets



I purchased tickets to the April 12th game against the T-Wolves, what should I do?



Tickets will be honored when the game is rescheduled. If the game is not played or played in an empty-arena, you have the option to receive a credit for a future game or a refund. If you have further questions about this game, please contact Fevo at support@fevo.com and provide the event title and email address that you used to purchase the tickets.

I purchased tickets to a Clippers game, what should I do?



Tickets already purchased for a postponed game will be honored when the game is rescheduled. If games are not played or played in an empty-arena, fans will receive a refund. The refund will go back to the same card used to purchase the tickets. Refunds will take roughly 7-10 business days.

I purchased tickets to an XFL Los Angeles Wildcats game, what should I do?



Refunds will be given for all remaining 2020 games. Refunds will take roughly 7-10 business days.

For further information you may contact LA Wildcats directly at (424) 279-8939 or via e-mail at tickets@xflwildcats.com

I have a ticket for a date when the theme park is closed, can I get a refund?



Tickets purchased for park visits during the anticipated closure period, from March 14 through March 31, will be automatically extended for use through December 18, 2020. Just bring your existing ticket to the front gate turnstile when you visit. If you cannot visit during this time, you can apply the value of a wholly unused ticket toward a new purchase. For more information: 1-866-258-6546.



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I purchased tickets to Knott's Berry Farm that expire in March, what should I do?



Knott's will work with guests who have prepaid tickets or booked rooms during the time period of the park closure. Refunds or re-bookings may be requested by contacting them at info@knotts.com.

Knott's Berry Farm Hotel and California Marketplace will remain open.

The Aquarium of the Pacific tickets I purchased expire soon, what should I do?



All tickets already purchased will be valid for a year from the purchase date.

Tickets and coupons expiring in March 2020 will be extended through the end of May 2020.

I purchased tickets to an event at Ford Theater during March, what should I do?



Tickets purchased for March events will automatically receive an account credit that can be used to: Exchange your tickets for any future 2019/20 season performance. All exchange fees will be waived. Donate tickets and receive a tax deduction for the total ticket value. Receive a refund for the value of your ticket. For assistance please contact by email at information@laphil.org, or by phone at 323-850-2000 (daily 10am-6pm)

I have dated tickets to Six Flags during March, what should I do?



Once the park reopens, you may use your tickets to visit the park on any operating day. If tickets for that day cost more than what you paid, there may be an upgrade fee. To exchange your tickets simply stop by Guest Relations on your way into the park.



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I made reservations during the closed period at Medieval Times, what should I do?



If you have an existing reservation through March, you will be receiving an email confirming your show's cancellation and next steps. If you need any assistance, please email Medieval Times at corp@medievaltimes.com; include your order ID, email, and castle location.

I made reservations for Catalina Express, what should I do?



Catalina Express is operating as usual with implemented and enhanced cleaning process. Frequently touched surfaces in the terminals and vessels such as door knobs and handles, ticket counters, arm rests, seat trays and hand rails will be wiped down with disinfectant on a recurrent basis.

I have dated tickets/reservations to Legoland during March, what should I do?



If you have tickets dated between March 16 and March 31, 2020 you have two options request a refund or change ticket dates by emailing lf.experience@legoland.com with your name, order number and new dates that you wish to visit. There is no rush to select your new visit dates now. As long as you contact the Guest Experience team by the end of the year, they will be able to adjust your visit dates with no additional fee.

I have tickets to a Center Theater Group canceled event, what should I do?



If you purchased tickets to The Book of Mormon, The Antipodes, or Block Party at the Ahmanson Theatre, Mark Taper Forum, and Kirk Douglas Theatre, check the e-mail address used to purchase for instructions on refunds and exchanges. For further questions please contact tickets@ctgla.org.