

<CONCERT CANCELLATION & TICKET REFUND>

The 646th Subscription Concert (June 26, 2020)

Due to concerns about the spread of the novel coronavirus, CKSO's "646th Subscription Concert" (scheduled for 26 June 2020) has been cancelled. We would like to inform you of the ticket refund process as follows;

[Refund subject]

June 26, 2020

"The 646th Subscription Concert of the City of Kyoto Symphony Orchestra"

[Refund method]

1.<Those who purchased on Lawson Ticket and Ticket Pia>

Please refer to the Playguides (after Mon.1 June 2020) ;

Lawson Ticket ⇒ <http://l-tike.com/oc/lt/haraimodoshi/>

Ticket Pia ⇒ <http://t.pia.jp/guide/refund.jsp>

2.< Kyoto Concert Hall or ROHM Theatre Kyoto>

Those who purchased at the Box Office & Online Ticket Sales

[Refund period] Until Mon. 31 August 2020.

(Your form and ticket must be arrived at the CKSO office by 31 August 2020)

We will send a guidance for ticket refund to your registered address by mail.

Please request your ticket refund with procedure ① or ②.

① Submitting Refund Request Form Online <After Wed. 27 May 2020>

Complete the <Refund Request Form > on the top-page of our website after 27 May 2020 and attach a photo of your ticket.

※Please attach a photo to this form making sure the printed details on the ticket (ticket category and seat number).

※We will refund into your bank account after August 2020.

② Submitting Refund Request Form by Mail

We will send you a Refund Request Form by postal mail.

Please fill out the required information of this form and send it back with your ticket (if it has already issued) to the City of Kyoto Symphony Orchestra by the enclosed return-envelope within the refund period. After receiving your ticket and form, we will refund into your bank account.(The return-envelope will be sent absolutely by **Acceptance-recorded mail =Tokutei-Kiroku Yubin**)

※You need your ticket for the refund. Please do not discard your ticket.

You will require your tickets during refund processing.

※Ticket refund is not available at the Box Office (Kyoto Concert Hall & ROHM Theatre Kyoto).

※Please contact us if you have not received our mail by 20 July 2020.

※If you have our cancelled concerts tickets("Orchestra Discovery 2019 Vol.4 -15 Mar 2020", "643rd Subscription Concert -28&29 Mar 2020", "Spring Concert -12 April 2020", "644th Subscription Concert -24 April 2020", "645th Subscription Concert -16&17 May 2020") or "Orchestra Discovery 2020 Vol.1 -21 June 2020", you can enclose them in the return-envelope for "646th Subscription Concert - 26 June 2020"Ticket Refund. (We will refund into your bank account)

3. Members of CKSO Friends

We will pay the part of membership fee.

You need your ticket for the refund, please do not discard your ticket.(You will require your tickets during refund processing) Please wait until the ticket refund information from us reaches you (please contact us if you don't wish the ticket refund).

For the ticket refund, we will inform you the process after "649th Subscription Concert (Sep.12-13)" and we will refund from Oct.1 to Nov.30, 2020.

[For inquiries]

City of Kyoto Symphony Orchestra (9:00-17:00)

86-1, Izumoji Tatamoto-cho, Kita-ku, Kyoto 603-8134

Tel.075-222-0347

E mail: ticket_info@kyoto-symphony.jp