

## <CONCERT CANCELLATION & TICKET REFUND>

### Orchestra Discovery 2020 Vol.1 (June 21, 2020)

Due to concerns about the spread of the novel coronavirus, CKSO's "Orchestra Discovery 2020 Vol.1" (scheduled for 21 June 2020) has been cancelled. We would like to inform you of the ticket refund process as follows;

#### [Refund period] Until Mon. 31 August 2020.

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

#### [Refund subject]

##### ● Those who purchased <Set-Tickets for 4 Concerts>

⇒ We will pay the ticket fee for the Concert Vol.1 (Adult ¥ 2,750 / Child ¥ 1,250), and return postage.

※ For the discount ticket for persons with disabilities, we will pay the ticket fee at the time of your purchase.

#### [Refund method]

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.

#### 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" or "645th Subscription Concert -16&17 May 2020"), you can enclose them in the return-envelope for "Orchestra Discovery 2020 Vol.1" Ticket Refund. (We will refund into your bank account)

#### [For inquiries]

City of Kyoto Symphony Orchestra (9:00–17:00)  
86-1, Izumoji Tatemoto-cho, Kita-ku, Kyoto 603-8134  
Tel.075-222-0347  
E mail: [ticket\\_info@kyoto-symphony.jp](mailto:ticket_info@kyoto-symphony.jp)