

<CONCERT CANCELLATION & TICKET REFUND>

The 645th Subscription Concert (May 16 & 17, 2020)

Due to concerns about the spread of the novel coronavirus, CKSO's "645th Subscription Concerts" (scheduled for 16&17 May 2020) have been cancelled.

We would like to inform you of the ticket refund process as follows;

[Refund subject]

May 16 & 17, 2020

"The 645th Subscription Concert of the City of Kyoto Symphony Orchestra"

[Those who purchased on Lawson Ticket and Ticket Pia]

Please refer to the Playguides (after Mon. 27 April 2020) ;

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

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

[Those who purchased at the Box Office & Online Ticket Sales of the Kyoto Concert Hall or ROHM Theatre Kyoto]

We will send a form for ticket refund to your registered address by post.

Please fill out the required information of this form and send it back **with your ticket** 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.**

[Refund period] Until Fri, July 31, 2020.

※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 of Kyoto Concert Hall and ROHM Theatre Kyoto.

※Please contact us if you have not received our mail by 20 June 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" or "644th Subscription Concert -24 April 2020") please send them back with ticket of the "645th Subscription Concert" for the ticket refund (We will refund into your bank account).

[Members of CKSO Friends]

We will pay the ticket fee for this concert.

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

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.

[Sending Address]

City of Kyoto Symphony Orchestra- Ticket Refund (The 645th Subscription Concert)
c/o Kyoto Concert Hall, 1-26 Shimogamo-hangi-cho,
Sakyo-ku, 606-0823 Kyoto-City

[For inquiries]

City of Kyoto Symphony Orchestra (9:00–17:00) Tel.075-222-0347

E mail: ticket_info@kyoto-symphony.jp