

<IMPORTANT>

CONCERT CANCELLATION ANNOUNCEMENT & TICKET REFUND

<The Spring Concert > (April 12, 2020)

Due to concerns about the spread of the novel coronavirus, CKSO's "Spring Concert" (scheduled for April 12,2020)has been cancelled. We would like to inform you of the ticket refund process as follows;

[Refund period] Until Fri, May 29, 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.

[Refund subject]

Sun. April 12, 2020

"The Spring Concert of the City of Kyoto Symphony Orchestra"

[Those who purchased on Ticket Pia]

Please refer to the Playguide (after Thu. 9 April 2020) ;

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

TEL 0570-02-9111 (10:00am – 6:00pm)

[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.**

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

※ If you have our cancelled concerts tickets("Orchestra Discovery 2019 Vol.4 -15 Mar 2020" or "643rd Subscription Concert -28 & 29 Mar 2020"), please send it back with ticket of the "Spring Concert" for the ticket refund.

[Sending Address]

City of Kyoto Symphony Orchestra- Ticket Refund (The Spring 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.075-711-3110

E mail: ticket_info@kyoto-symphony.jp