

MID-TEXAS SYMPHONY

RE: Information regarding postponed and canceled Fall 2020 concerts with ticket holder options

Dear Mid-Texas Symphony Family and Friends,

First and foremost, thank you so much for supporting our symphony during these difficult times. It is with a heavy heart that we must announce unfortunate changes to our Fall 2020 concert schedule. This letter provides details and information about the status of each concert as well as options for ticket holders.

Postponed or Canceled Fall 2020 Concerts

- *Scheherazade*- postponed to Sunday, January 17, 2021, at Jackson Auditorium, Texas Lutheran University, Seguin, Texas, 4:00 p.m.
- *New Braunfels 1845*- canceled and will not be rescheduled for a later date
- *Home for the Holidays* - canceled and will not be rescheduled for a later date
- *Christmas Dinner 2020*- canceled and will not be rescheduled for a later date

All concerts in 2021 will go on as scheduled. We will continue to monitor the ongoing COVID-19 situation and assess making changes to Spring 2021 concerts with announcements in November 2020.

Ticket Holder Options

- If the concert has been postponed, your tickets are still valid for entry into the concert on the new date. Please keep your ticket(s). If you are unable to attend the concert on the new date you are eligible for other options. Please see our donation and refunding options below.
- If the concert or event has been canceled or you cannot attend a postponed concert on the rescheduled date you are eligible for the following options:
 - **Donate** the value of your tickets to the Symphony as a tax-deductible gift to support our mission and ongoing operations during this difficult time
 - Request a full **refund** for the value of your tickets. Refunds will be issued by check and mailed to the address we have on file with your patron account. Please allow our office 10-15 business days to process your request.
 - Request a **partial refund with the remaining amount to be donated** to the Symphony as a tax-deductible gift

If you have tickets to the above concerts and event please call ((830)-463-5353) or email the Box Office (boxoffice@mtsymphony.org) with your selected ticket holder option as soon as possible. Our box office manager will contact you to confirm your selection and will answer any questions you may have.

Although we are making these changes to our upcoming concerts, we have designed an innovative and fun approach to enjoy our programs online called *MTS@Home*. *MTS@Home* is a series of digital content, past concert playbacks, and virtual gatherings to help you stay connected with us until we return to the stage in January 2021. Stay tuned for more information and an online event schedule.

Please continue to stay safe and be well. We look forward to seeing you in 2021!

Sincerely,

The Mid-Texas Symphony Society