

Email Template – Cancelled Shows

Dear Customers,

You have surely heard about the flight disruptions all over Europe due to the lingering clouds of volcanic ashes from Iceland. Unfortunately, this has also affected the flight of the musicians from Lautten Compagney who were to travel from Berlin to Singapore for their performance at the Esplanade later this week. As such, we regret to inform you that the 22 April 2010 show for **Baroque in Singapore, Lautten Compagney: Chirping of the Nightingale** has been cancelled.

All customers will get a full refund of the ticket price and SISTIC booking fee. Refunds will be processed at the SISTIC Box Office at the Singapore Indoor Stadium, 2 Stadium Walk, #01-08, Singapore 397691. Please refer to the details below:

Refunds will be made through the original mode of payment.

Refund Dates : **To Be Advised**

Refund Hours : Monday to Saturdays, 12 noon to 8pm
Sundays and Public Holidays, 1pm to 7pm

For customers who paid by credit card, the refund will be automatically made to the same credit card.

For purchases made through CASH or NETS, please present the physical tickets and your NRIC/passport/FIN card at the SISTIC Box Office.

SISTIC reserves the right not to process the refund if the above mentioned are not in order.

If you had purchased the tickets from SISTIC's Overseas Authorised Agents, please contact them directly for further details.

For more information, call the SISTIC Hotline at (65) 6348 5555.

The next Baroque in Singapore concert: **Musica Fiata, Sacred Cantatas from Schutz & Scheidt**, will be held on the 5th of August 2010. We look forward to seeing you there.

Kind Regards,
Customer Service
SISTIC.com Pte Ltd