

## Save your ticket, enjoy later

Dear patron,

We thank you very much for your patience in dealing with your purchased tickets in this extraordinary situation.

After consulting various organizations in the cultural sector, the Ministry of Education, Culture and Science, the Ministry of Economic Affairs and the Authority for Consumers & Markets, a new national arrangement has been drawn up that offers solutions for you as a ticket holder.

This ticket scheme focuses on preserving the value of the ticket and thus the value for the cultural sector.

With '*Save your ticket, enjoy later*', the cultural sector is hoping that you, as a ticket holder, would like to postpone your visit to our theatre until the moment we can re-open our doors. As a result, the cultural sector has the chance to take in the major economic impact of the Covid-19 crisis, thus giving us the time and space to work on new productions for the future. This scheme not only helps the organizers, artists and venues, but also those working backstage, such as set builders, costume makers, technicians, suppliers, creatives and all other employees and self-employed people in the cultural sector.

The team at Theater aan het Vrijthof is hard at work in trying to reschedule performances that currently cannot go ahead as well making all the necessary preparations. We are trying to find alternative dates for as many performances as we can. However, in some cases, this will not be possible, and shows are cancelled. As you can imagine, this is quite a puzzle, which simply takes time.

In case, a performance cannot be rescheduled, or if you are not able to attend the show on the alternative date, you will be offered a voucher for the value of the ticket(s) purchased. Understandably, if you have any reason for not wanting to use this scheme, you can ask for a refund.

Following the national guidelines, we will be informing you on the next steps taken from April 28, 2020. We hope to welcome you back in our venue as soon as possible.

Until then, we will do things *slightly different together*.