

Cancellation and Refund Arrangements for "Adventures on the Moon" & "New Generation Theatre I" by Hong Kong Theatre Works

To counter the spread of the COVID-19, "*Adventures on the Moon*" (held from 24 to 26 July 2020) and "*New Generation Theatre I*" (held from 21-23 Aug 2020) at Auditorium, North District Town Hall, will be cancelled.

1) Please complete the above steps by 15 Sept 2020 (Fri) for refund; late application will not be accepted.

2) Tickets purchased via Urbtix:

please complete the form through the link below, and upload the photo of the ticket or confirmation email screenshot (if the ticket has not been redeemed yet) with your name & contact number email to info@hktws.com. Please put **"Refund : (programme name) "** to the subject of your email.

<https://forms.gle/pEY9mdbr7JeuWU87> ("*Adventures on the Moon*")

<https://forms.gle/Q5gUyu1xL12AR1BcA> ("*New Generation Theatre I*")

3) For future enquiries, please photocopy the completed form and tickets (both sides). The refund procedures will not be processed with any lost, incomplete or false documents.

4) Online purchasing ticket record must include email address, 17-digit transaction number, programme name, number of tickets, and total ticket price. Otherwise, it might not be eligible for a refund.

5) The refund amount will be based on the "face value" of the returned tickets in Hong Kong Dollars. Extra charges incurred in the purchase, such as handling fees / administration fees, will not be refunded. If any information on the ticket(s) have been altered, deleted, or the ticket(s) is damaged, defaced or incomplete, the application of refund will not be accepted.

6) The personal information collected by means of the request form is confidential and will restricted to administrative use only.

7) The Final decision on acceptance of a refund application shall be at the sole discretion of HKTWS.

For any enquiries, please call hotline at 2606 2989 during office hours or email to info@hktws.com.

Hong Kong Theatre Works

12 Aug 2020