

[How to apply for a refund]

!!IMPORTANT!!

This cannot be arranged through the ticket vendor the ticket was bought from. Refunds are issued only through the method below.

Applications for refunds through a special online form will be accepted **from two weeks before the performance until 5 PM on March 23 (Tuesday), the day of the performance.**

QR code for special form



URL for special form <https://forms.gle/pFDAoYF6Q2Bb2fuJ7>

We strongly recommend making arrangements online because phone lines are expected to be busy. If you wish to apply for your refund request by phone, please contact VEROZA Japan Ltd. at the number below.

- * Calls will be taken on weekdays from 10 AM to 6 PM; online applications are accepted around the clock.
 - *In either case, requests are accepted until 5 PM on March 23 (Tue), the day of the performance.
- * Your ticket will be rendered invalid once your request has been accepted.
- * We will ask for your seat number and contact information as of time of purchase (name, address, phone number).
- * You will be required to have a ticket that is intact and not missing the stub.

<Refund Method>

- Instructions on how to refund your ticket will be later mailed to the address you provided.
- After confirming your ticket (physical ticket) and purchase history from the ticket agent, the refund will be issued by bank transfer.
 - * We ask for your understanding that the refund will be only for the face value of the ticket and not include ticket vendor handling fees.

Seiji Ozawa Music Academy / VEROZA Japan

TEL: 03-6411-5445

(Weekdays 10:00 AM–6:00 PM)