

Dear Valued Customer

We wrote to you on 14 July 2020 to give you the sad news that we had to postpone the Thursford Christmas Spectacular 2020 until 2021 due to the consequences of the Coronavirus pandemic. We would just like to inform you that you now have until 14th September 2020 to decide what you would like to do with your 2020 bookings. If you have already been in touch, then please ignore this email and accept our apologies for any inconvenience caused.

Unfortunately, we have had to completely cancel some performances, Please click here <https://www.thursford.com/wp-content/uploads/2020/07/Move-dates.jpg> to see the schedule showing the new dates for 2021 and those performances which have been cancelled.

If your performance has been cancelled our bookings and reservations team will automatically refund your tickets, please allow up to 4 weeks for this to be processed. If you would like to book for another performance, please visit our website www.thursford.com to check availability, or telephone the office between 9.00am and 4.00pm Monday to Friday, and we will be happy to help.

However, if your performance has not been cancelled, and you have still to decide what action you would like to take, please choose from the following options before the cut-off date of 14th September 2020 :-

Option 1 Do nothing. If you're happy with the transfer dates you have been allocated, you are guaranteed the same seat at the same price as the one you purchased for 2020 and there is **no need for you to do anything further, relax and we will look forward to seeing you in 2021! New tickets will be issued to you during early December 2020 so please dispose of any you have in your possession. For tickets which were held on reserve, all our usual terms and conditions remain the same.**

Option 2 If you are unable to accept the transferred dates you have been allocated, please contact us via <https://www.thursford.com/contact-us/> with your Booking Reference and we will issue a refund for your tickets. We hope you will be able to find a suitable alternative online via www.thursford.com or please call the Box office team on 01328 878477 and we will be happy to help you. Please accept our apologies for any inconvenience caused.

Option 3 If you would prefer a refund of your tickets, please contact us via <https://www.thursford.com/contact-us/> with your Booking Reference and details of the tickets you wish to cancel, and our Box office team will carry out your request. Please note we are unable to carry out refund requests over the telephone.

If we have not received any further communication from you by 14th September 2020, we will assume you are happy with the ticket transfers as detailed in the enclosed schedule and our normal terms and conditions will apply.

NEW for 2020, Thursford's Enchanted Journey of Light!

The curtain may have fallen on the Thursford Christmas Show for 2020, but we have an exciting **new** (socially distanced) event which will be held at Thursford from 19 November 2020 until 3 January 2021. Tourism has been hit extremely hard during this pandemic and we sincerely hope you will come and support this event.

This will be a never seen before event at Thursford. It is an enchanted journey that twists and turns for over a kilometre around the site with an array of fascinating characters appearing along the way. It includes the Santa's Magical Journey building and the brand-new Lantern Light Fantastic, a four-acre walk covered with magical light structures.

For more information and to purchase tickets for Thursford's Enchanted Journey of Light please visit <https://www.thursford.com/enchanted-journey-of-light>.

We do so hope we will see you at Thursford's Enchanted Journey of Light and thank you again for all your dedication and support over the years. If we can be of assistance in any way, please do not hesitate to get in contact.

Yours faithfully
Charles Cushing
General Manager