



Hi all,

We appreciate that this is a difficult time, and many of you are cancelling and postponing events.

As always we're here to help, so here are simple instructions for cancelling and postponing events, and how we'll handle those:

- **Cancelling:** Take the event off sale and mark it as 'cancelled'. We will automatically email ticket holders and issue refunds.
- **Postponing if you have a new date confirmed:** Simply edit your event's date as you would any other change. We'll automatically email ticket holders with the news. People will be entitled to refunds, but won't automatically receive them unless they request one.
- **Postponing if you do not have a new date confirmed:** Take the event off sale and mark it as 'postponed'. We will automatically email ticket holders with the news and encourage them to hold on to their tickets until you can confirm a new date. People will be entitled to refunds, but won't automatically receive them unless they request one.
- **If your event is already off sale for any reason (i.e sold out):** Please email [support@wegottickets.com](mailto:support@wegottickets.com) and ask us to cancel or postpone it – this is an important step as it enables us to issue refunds to your customers on your behalf.

If customers contact you directly please feel free to refer them to our Covid-19 FAQ, which we'll keep up to date with the latest information:

<https://wegottickets.freshdesk.com/support/solutions/articles/17000101141-covid-19-update>

We'll continue to closely monitor the Government's latest advice and ask that you do the same, making cancellations and postponements when appropriate.

Although we expect this to be a very busy time for us, our Support team will provide the same exemplary service as always, but please do bear with us if it takes a little longer than usual to reply to your messages.

Thanks,  
Team WeGotTickets