



March 18, 2020

Dear Jazz Fest Ticket Holders,

Thank you for your patience during this unprecedented time. Berks Arts Council, Boscov's Berks Jazz Fest, Ticketmaster and ASM (Previously SMG) have been working together to provide you a simple and easy way to track your 30th Anniversary Boscov's Berks Jazz Fest tickets. We are excited to announce that our artists have committed to performing for you on **April 9-18, 2021!**

All current tickets will be honored in 2021. Your reserved seats are still waiting for you! Make sure you continue to follow the Berks Jazz Fest Facebook Page and website at www.berksjazzfest.com for Fest updates.

- Check out the [New Schedule](#)
- Watch our [video announcement](#) regarding the 30th Anniversary.

Electronic Tickets are being updated by Ticketmaster with the new dates. **Hold onto your tickets. Please do not throw them away.**

Original Concert Date	New Concert Date
March 27, 2020	April 9, 2021
March 28, 2020	April 10, 2021
March 29, 2020	April 11, 2021
March 30, 2020	April 12, 2021
March 31, 2020	April 13, 2021
April 1, 2020	April 14, 2021
April 2, 2020	April 15, 2021
April 3, 2020	April 16, 2021
April 4, 2020	April 17, 2021
April 5, 2020	April 18, 2021

IF YOU SEEK A TICKET REFUND....

BOX OFFICE PURCHASES

Tickets Purchased at Santander Box Office, 700 Penn Street Reading PA 19602



Currently the Box Office has been closed in response to the COVID-19 Virus. Please [check their website](#) for dates to be opened to the public.

- Bring your printed tickets back to the office during normal business hours – Monday – Friday 10AM – 5 PM and Saturdays 10AM – 2 PM. PLEASE CHECK WEBSITE FOR ANY CHANGES IN THE HOURS BEFORE HEADING OVER TO BOX OFFICE.
- You must bring physical tickets back with you.
- **OR** Mail your tickets with a letter seeking a refund to Santander Box Office, 700 Penn Street Reading PA 19602. Attention: Box Office

If tickets were purchased on a credit card, your credit card will be credited back.

If tickets were purchased with cash, you must go in person to the Box Office.

TICKETMASTER PURCHASES ON-LINE

- Log into your Ticketmaster Account - <https://www.ticketmaster.com/discover/eventupdates>
- Select your Concert Tickets
- Click on Refund Link (located at bottom of ticket listing as Self Service - Request a Refund)

Due to the unprecedented volume of cancelations, please note that your account will be refunded within the next 30 days. If the tickets were transferred to you, the refund will go to the fan who originally bought the tickets from Ticketmaster.

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*****The Santander Arena Box Office, located at 700 Penn Street Reading PA 19602 and Ticketmaster are the only authorized agents to sell Jazz Fest tickets.*****