

Thorner Community Fund : December 2020 Update

Thorner Residents - Leeds Festival 2021

1. Resident tickets for the cancelled 2020 festival will remain valid for 2021
2. If you want to keep any tickets you have already purchased you don't need to do anything
3. *The deadline for returning any tickets for a full refund will be extended from the end of December 2020 to the end of April 2021. If you wish to cancel any tickets you should email thornercommunityfund@gmail.com. Please see detailed instructions below.*
4. *So far, there have been very few tickets returned. Consequently, we will not be holding a ticket application queuing event in 2021.*
5. *We will not be redistributing any tickets or processing any applications before May/June when the position on the pandemic and the ticket situation should be much clearer*
6. We have rolled forward the 2020 waiting list and our intention is to offer any spare tickets to residents on that list when we resume activity in 2021
7. If you have already applied for tickets or your application was accepted but not fully processed, you don't need to do anything. If we are able to offer you tickets, we will be in touch in May/June
8. Refund instructions:

You can apply for refunds for some, any or all of your tickets and choose to carry others forward

It is important that your refund application contains *only* the following.

- The Email subject line should read REFUND
- Please provide the name of the lead resident (usually the first name on the yellow form). We will make the cheque payable to this resident
- The full Thorner address and postcode of the lead resident
- The names of the ticket users for the tickets you wish to cancel
- The total amount of the refund you are requesting
- A contact telephone number

Other than in exceptional circumstances, we will make all refund payments by cheque to the lead resident on the application form that will then be delivered/posted to the resident's Thorner address. Please note, we will not issue acknowledgements to refund requests and it may take up to 30 days to issue your cheque.

9. In the meantime, if you need any further information, please contact the team using the email address below.

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