

Dear Patron,

Welcome back to St David's Hall.

On behalf of everyone at the venue, I would like to extend a huge thank you for your continued invaluable **and** loyal support especially over the last 18 months. We hope that you are well and are looking forward to a safe return to the National Concert Hall of Wales to enjoy our diverse range of live entertainment, which we have all missed so much.

I am delighted to say that our Box Office will reopen at the venue from Monday 23 August 2021 (Mon – Sat, 9.30am – 5pm and closing half-hour after the show starts on performance days). Starting with Jimmy Carr on Tuesday 31 August 2021, we will also be presenting our full programme as normal. Please see our latest COVID-19 safety measures: <https://www.stdavidshallcardiff.co.uk/covid-19-safety-measures/>

If your show was rescheduled as a result of the COVID-19 lockdown, your existing booking will remain valid for the new date and you do not need to do anything more.

However, now that all advertised performances will be going ahead, we are no longer offering refunds for shows and will be reverting to our usual resale and exchange policy in our Terms & Conditions, which can be viewed here: [www.stdavidshallcardiff.co.uk/terms](http://www.stdavidshallcardiff.co.uk/terms)

This is a very challenging time for the arts industry. The continued fantastic support of our patrons is the lifeblood of the venue and is essential in ensuring we can offer you the same extensive range of entertainment, and resume our highly valued community work. If you would consider donating some or all of your ticket fees, you can do this online by logging into your account and choosing the amount you would like to give at the following link: <https://www.stdavidshallcardiff.co.uk/support-us/>

Your donation is invaluable to us, and is hugely appreciated by everyone at St David's Hall.

We look forward to seeing you soon.

A handwritten signature in black ink that reads "Giles Ballisat". The signature is written in a cursive, flowing style.

Giles Ballisat  
St David's Hall Manager