

# BERLINER ENSEMBLE

## CUSTOMER INFORMATION

### RETURN OF TICKETS FOR THE PERFORMANCES FROM 13 MARCH TO 19 APRIL 2020

Following the Administrative Order for the Containment of the Coronavirus in Berlin (in German) issued by the Berlin Senate on 14 March 2020 §2 (3), theatres are prohibited from being opened for public business. That is why all performances of Berliner Ensemble in all venues will be cancelled until and including 19 April 2020. This cancellation pertains to all public events during the aforementioned period, including readings, discourse formats, guided tours and workshops as well as public business at the theatre's box office.

**Customers who purchased their tickets via a booking office (e.g. Eventim) are asked to contact this booking office directly.**

**Customers who purchased their tickets via a visitors' organisation (e.g. TheaterGemeinde, Theaterclub, KulturVolk or Besucherring) do not have to do anything, their tickets will be cancelled automatically.**

### THE FOLLOWING OPTIONS ARE AVAILABLE:

#### 1. VOUCHER

You can receive a voucher equivalent to your purchased ticket and redeem this voucher until 31 December 2023.

#### 2. DONATION

If you would like to waive your right to reimbursement of the ticket price, you will help us to minimise the financial loss. We would be happy to issue a donation receipt for the ticket prices that were not reimbursed.

#### 3. REIMBURSEMENT

You can return your tickets free of charge and will receive a refund of the full amount paid for tickets. Please do not carry out any charge backs!

Please send the fully filled out Return Form back to us. In this unusual situation, we would like to ask you for a little patience, both regarding the processing and the reimbursement. We will process all reimbursements in the order of the performance dates. Please refrain from phone enquiries – this will help us to speed up the reimbursement process.

We would like to ask clients who purchased their tickets directly and without supplying their personal date to send your original tickets to us per post (Bertolt-Brecht-Platz 1, 10117 Berlin) or to take photos of them and mail us the photos together with your contact and IBAN-details to [stornierungen@berliner-ensemble.de](mailto:stornierungen@berliner-ensemble.de).

Holders of subscriptions and BE-Cards will receive separate information.

# TICKET RETURN

## FORM

### PERSONAL DATA

Address\* **W** **M** **D**

Title

Client Number

First Name\*

Family Name\*

Street, House Number\*

Postcode, City\*

Add. Address Line

Country\*

Phone\*

Mobile Phone

E-Mail\*

### INFORMATION ON THE PURCHASED TICKETS

Title of the Performance\*

Date of the Performance\*

7-digit Order Number

Full Seating Information as on Ticket\*  
(see Example)

\* Fields marked with \* are obligatory.

### PREFERRED REIMBURSEMENT

**VOUCHER:** You can receive a voucher in the amount of your purchased tickets and redeem this voucher until 31 December 2023.

**DONATION:** I would like to waive the reimbursement and donate the amount to the Berliner Ensemble.

**REIMBURSEMENT SEPA:** Please transfer the amount to my SEPA-account according to the following information.

Account Owner\*

Name of Bank\*

IBAN\*

BIC\*

**REIMBURSEMENT CREDIT CARD:** Please transfer the amount to the credit card that I used for my ticket purchase.

Credit Institution\*

Credit Card-Number\*


Valid until \*

Month\*

Year\*

I hereby agree to the data protection regulations.

I hereby confirm the binding nature of my ticket cancellation.

<b>7-DIGIT ORDER NUMBER</b>	<b>BERLINER ENSEMBLE</b>
2177478	
	<b>MAX UND MORITZ</b> Eine Bösebubengeschichte für Erwachsene nach Wilhelm Busch
	GROSSES HAUS <b>Sonntag 15.03.2020 18:00 Uhr</b> 28,00 EUR
	<b>FULL SEATING INFORMATION</b>
	<b>PARKETT RECHTS</b> Reihe 9 Platz 17
	Bertolt-Brecht-Platz 1, 10117 Berlin, Theaterkasse: 030/284-08-155 Montag bis Samstag 10.00 bis 18.30 Uhr, www.berliner-ensemble.de
	