



Dear festivalgoers,

If you are receiving this email, you had already purchased tickets or passports for the upcoming edition of the festival. We therefore would like to start by thanking you for your interest, as well as your support, towards our event.

To continue, it is evidently with a heavy heart that we had to follow our government's indications and cancel the International Balloon Festival of Saint-Jean-sur-Richelieu's 2020 edition. We unfortunately had no other choice, your health and safety, as well as your family's always being at the center of our priorities. However, be assured that we will be emerging of this situation stronger and more motivated than ever by the idea of delivering a 2021 edition that's even more surprising and colorful than ever!

In the actual context, two options are available to you. The first: keep your passport and insure your advantageous price point for the 2021 edition, and by doing so also supporting the festival's operations in these difficult times. The second: obtain a full refund for your purchase, as we completely understand that this could be a more convenient option in these precarious circumstances.

Finally, you will soon receive an official communication from our box office partner TicketMaster, explaining the terms surrounding the cancellation of the 2020 edition of the International Balloon Festival. Watch your inbox, including spam emails. If you have questions regarding the procedure to obtain a refund, or for any other questions linked to the box office, we invite you to contact TicketMaster's customer service directly using the following link <https://help.ticketmaster.ca/s/article/How-do-I-contact-Customer-Service?language=en> or by phone through this number: **1-855-985-4357**. For any question related to other subjects surrounding the festival, please contact us by email through our official address ([festival@montgolfieres.com](mailto:festival@montgolfieres.com)) and it will be our pleasure to answer you as soon as possible.

Once again, we thank you for your patience and comprehension in all this situation, not to mention all the support and love you have shown us over the past few weeks.

Take care of yourself and your loved ones, because that is the essential.  
For the rest, it's only a matter of time!

The International Balloon Festival of Saint-Jean-sur-Richelieu's team

