

ANNOUNCEMENT: CANCELLED AND RESCHEDULED CONCERTS FOR 2020 SEASON

Dear Friends of DFP and Valued Customers,

In view of the Government's extension of the Recovery Movement Control Order (RMCO) till 31 December 2020, the Dewan Filharmonik PETRONAS (DFP) will remain closed to the public until further notice while we fine-tune our SOP to prepare for our eventual reopening of the hall. This decision was made in consideration of the various advisories to protect the health and safety of our audience, musicians, and employees. With deep regret, we wish to announce that all concerts scheduled between **13 March 2020 and 20 December 2020** will either be cancelled or rescheduled to 2021 Season.

RESCHEDULED CONCERTS *

- RUFFEDGE – 16 & 17 March 2021
- FAMILY FILM FAVORITES! – 21 March 2021
- VIVA BEETHOVEN! – 17 & 18 April 2021
- SENANDUNG LEBARAN – A TRIBUTE TO S. ATAN – 29 May 2021
- SIMFONI MUSTIKA M. NASIR & MPO – 4 & 5 September 2021
- BALLET FESTIVAL: CINDERELLA – 1, 2, 3 October 2021
- BALLET FESTIVAL: THE NUTCRACKER – 8, 9, 10 October 2021
- CROWNING ORGAN MASTERPIECES – 23 & 24 October 2021
- MALAM RITMA KERONCONG YAYASAN WARISAN JOHOR – 27 October 2021
- MPO AND AISHAH: A MUSICAL JOURNEY – 11 December 2021
- BEETHOVEN LIVES UPSTAIRS – New dates in 2021 to be announced
- HUJAN X MPYO – New dates in 2021 to be announced

**Subject to the latest developments. These concerts may be carried out in accordance with directive and guidance from the Malaysian government and Ministry of Health. Surcharge due to social distancing and Standard Operating Procedure may apply.*

CANCELLED CONCERTS

- BEETHOVEN: THE EARLY SYMPHONIES
- PASTORAL LANDSCAPES
- WITH LOVE, BIZET
- LUMINOUS ELEGANCE
- THE WORLD OF PENDERECKI
- VIRTUOSIC EXPRESSION
- SHOSTAKOVICH 9
- MYSTICAL BRUCKNER
- SLAVONIC DANCES
- INK DARK MOON
- ZARATHUSTRA ODYSSEY
- DVOŘÁK 7
- BEETHOVEN: THE KNOCK OF FATE
- RHYTHM IN YOUR RUBBISH
- STRAUSS' DON QUIXOTE
- KAREN GOMYO PLAYS BEETHOVEN VIOLIN CONCERTO
- EROICA MEETS TOTORO
- BEETHOVEN 250: PASTORAL SYMPHONY
- BEETHOVEN 250: THE TRIPLE

- BEETHOVEN 250: ODE TO JOY
- HAPPY HOUR I, II, III
- CHAMBER CONCERT III, IV, V, VI, VII,
- RECITALS
- MPYO CHAMBERS, RECITALS

What are your options?

RESCHEDULED CONCERTS FROM SEASON 2020 TO SEASON 2021:

- **KEEP THE ORIGINAL TICKETS AND ENJOY THE CONCERTS NEXT YEAR!**
Please make sure you have provided us with the latest contact information to reach you.
- **DONATE THE VALUE OF UNUSED TICKETS**
We encourage you to donate the value of the tickets to DFP / MPO as a contribution. We could not do what we do without you. We thank you for choosing to support us to keep moving.
- **CONVERT YOUR TICKETS AS FRIENDS OF DFP POINTS**
You may convert the value of your tickets into points which will be credited into your Friends of DFP account. The points can be utilized for future ticket purchases.
- **REQUEST FOR A REFUND**
The amount paid will be returned to the original mode of payment when you purchased the tickets. We anticipate a high volume of requests and appreciate your patience for any potential delays.

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INFORMATION FOR TICKET HOLDERS

- **PLEASE COMPLETE THE [REQUEST FORM](#) TO STATE YOUR OPTION / REQUEST. E-MAIL TO US AT boxoffice@dfp.com.my OR contactus@dfp.com.my. **FROM 10 – 24 OCTOBER 2020 ONLY. NO REQUEST WILL BE ATTENDED AFTER THE CLOSING DATE.****
- All requests will be only processed after the closing date stated above. Any missing, unclear, incorrect or incomplete information provided will delay the process.
- The process of refund will be different according to the payment method used to purchase the tickets. Management fee for this process may apply and vary depending on the issuing and/or receiving bank.
- **IF YOU PAID USING:**
 - **CREDIT / DEBIT CARD** – the refund will be returned to the original card used to make the payment. This process may vary depending on the card-issuing bank. We are not able to offer immediate refunds directly to your credit card.
 - **CASH AT BOX OFFICE** – the refund will be made when you walk into our Box Office upon receiving the notification from us. We will be in touch with you on the new Operation Hours for Box Office.
 - **ALL OTHER PAYMENT METHODS (BANK TRANSFER, ONLINE BANKING, CHEQUE)** – the refund will be made through online transfer direct to your account. Please provide the correct and complete details of your account to avoid any delays.
- **If we do not hear from you on your preferred option after the closing date, your tickets will automatically be converted into a donation to DFP / MPO.**
- **OUR BOX OFFICE IS REMAIN CLOSED TO THE PUBLIC UNTIL FURTHER NOTICE.**
As always, our Customer Relationship Management team is happy to assist you with any inquiry. You can reach us at boxoffice@dfp.com.my OR contactus@dfp.com.my. Currently, we are responding to a high volume of e-mails and calls, thus your inquiry may take longer than normal to answer. We appreciate your patience and understanding.

Thank you for your continuous support. We look forward to welcoming you again at Dewan Filharmonik PETRONAS next season!