

Dear customer, as can also be learned from all the world newspapers and television news, in Italy and especially in the Lombardy region, there have been many cases of people affected by **Corona Virus** and unfortunately the city of Milan has been particularly affected by this situation.

To stem the epidemic, the Lombardy region issued an ordinance on 23/02/2020 which, among other things, provides for an absolute ban on carrying out activities that involve the gathering of people, including schools, religious masses, dance schools, dance clubs and events in general.

We have therefore been obliged by the Lombardy region not to be able to carry out the eighth edition of Bachata Day on the dates initially established.

We believe that the decision imposed on us by the region is in any case correct and shared since also on our part, safety and health are fundamental and must be put first.

For all of the above, we are forced to **postpone Bachata Day to a later date**, I repeat, not by our will, but by an imposition by the Lombardy Region.

We immediately got to work with hotels and artists to try to match a later date within the year, which would allow us to offer you the same line up with the same quality that Bachata Day wants to guarantee, and the guarantee of performance, but unfortunately no correspondence could be found between hotels and artists for a date for 2020.

**We are therefore forced to postpone the current edition to 2021 on 5-7 March.**

What happens to your reservations???

Everything paid for this edition, hotels, passes, meals, parties are **automatically confirmed** for the new date!

Your money is not lost!

If you are unable to participate, here are the options available:

- You can resell your package / full pass on your own, or through a reselling service that we will make available to you starting from 15/03/2020 (time needed for systems engineers to create the platform).

You can enter requests from 15/03/2020 until 31/05/2020.

The organization will try to resell the packages until 15/01/2021.

In the event that at the end of the re-selling period your package / ticket will not be resold, you will receive a voucher that can be used in one of the editions between 2022 and 2023 of Bachata Day or other events proposed by the same organizer and / or with any partner events.

- Request an immediate voucher of the same amount paid to be used in one of the editions between 2022 and 2023 of the Bachata Day or other events proposed by the same organizer and / or with any partner events.

We apologize for what happened, but unfortunately everything did not depend on us, but on circumstances that were not foreseeable, unthinkable and beyond our control.

With this solution, however, we want to be at your side and try to provide you with all the assistance possible.

You will be notified as soon as the re-selling service is active and instructed on how to join.

With regard,

The organization of Bachata Day

## FAQ - FREQUENT ASKED QUESTIONS

### 1. WITH THE CHANGE DATE WHAT HAPPENS TO MY RESERVATION?

With the change off the date, your booking is already automatically confirmed with all the possible ancillary services purchased.

### 2. IF THE DATE IS OK WITH ME, SHOULD I COMMUNICATE SOMETHING?

No, if the date meets your favor, you don't have to do anything. Everything is already booked.

### 3. DOES THE RESERVATION OF THE HOTEL REMAIN?

Yes, the package purchased remains fully confirmed.

### 4. WILL THE ARTISTS AND DJS BE THE SAME?

Yes, the artists and DJs have already confirmed their presence.

### 5. IF I CAN'T PARTICIPATE ON THE PROPOSED DATE?

If the proposed date does not meet your favor, you will have the following options:

- Join the reseller program;
- Request a voucher to be used in one of the next 2 editions of Bachata Day or other events organized by the same organization and / or partner events.

### 6. WHAT DOES RESELLER-PROGRAM MEAN?

The re-seller program is a system by which the organization will replace you in the resale to other buyers of your package and will act as the intermediary for the collection and return of the sum.

### 7. IS THE RESALE ASSURED?

The resale is not assured, but from our experience and the requests we receive every year to participate in the Bachata Day, we believe there are no problems in finding buyers.

### 8. HOW DO I JOIN THE RESELLER PROGRAM?

Starting from March 15th on the website [www.bachataday.eu](http://www.bachataday.eu), section "reseller program" there will be a form to fill in with which you can join the program. Each request will have a number and will be processed in order of arrival.

### 9. WHAT DATA DO I NEED TO FILL IN THE FORM?

The necessary data are:

- ID Pedido
- Ticket number (indicated under the barcode)
- Name and Surname of the ticket holder
- Mail
- IBAN and SWIFT code
- Price paid

10. WHERE CAN I FIND THE DATA TO BE INSERTED?

The following data can be found on the tickets sent by the Goandance platform:

- Ticket number (indicated under the barcode)
- Name and Surname of the ticket holder



11. HOW LONG WILL IT BE NECESSARY TO KNOW IF THE RESALE IS SUCCESSFUL?

We give ourselves as deadline on 15/01/2021

12. WHAT HAPPENS IF YOU CAN'T RESELL YOUR TICKET?

At the end of the resale period, the ticket will be replaced with a voucher of the same amount to be used for the 2 future editions of the Bachata Day of 2022 or 2023.

13. IS THE VOUCHER ASSIGNABLE?

Yes, the voucher is transferable. Just send an email to [voucher@bachataday.eu](mailto:voucher@bachataday.eu) indicating the voucher number, the new name and a new email.

14. HOW DO I REDEEM THE VOUCHER?

To redeem the voucher, simply send an email to [voucher@bachataday.eu](mailto:voucher@bachataday.eu) indicating that it will be redeemed for the 2022 or 2023 edition.

15. I REQUESTED THE VOUCHER BECAUSE I THOUGHT I CANNOT PARTICIPATE BUT THE PLANS HAVE CHANGED AND I WOULD LIKE TO PARTICIPATE IN THE 2021 EDITION IS IT POSSIBLE?

If you request the voucher and your reservation also includes the hotel, we will have to check the availability of the rooms. If they are still available, your booking can be confirmed. If the voucher concerns full passes or evenings, it can only be confirmed if the sold out threshold has not been reached.

16. DOES THIS SERVICE HAVE A COST?

This service has no cost.

17. WHAT DOES DIRECT SALES MEAN?

The term direct resale means that the search for a new buyer is carried out directly by the ticket holder, without using the reselling service offered.

18. IF I CAN SELL MY TICKET THROUGH DIRECT RESALE WHAT SHOULD I DO?

The old holder must send an email to [booking@bachataday.eu](mailto:booking@bachataday.eu) indicating the ticket number, the new name and the new email address to which the ticket should be sent.

19. I PURCHASED A FULL PASS, IS THE PROCEDURE THE SAME?

Yes, the procedure is the same.

20. I PURCHASED ENTRANCES AT PARTIES, WHAT HAPPENS TO THOSE TICKETS?

Tickets for the parties are already valid as admission for new dates:

- Entrance on Friday 02/28/2020 will be valid for entrance on 05/03/2021
- Entrance on Saturday 29/02/2020 will be valid for entrance on 06/03/2021
- Entrance on Saturday 01/03/2020 will be valid for the entrance on 07/03/2021

21. I PURCHASED ENTRANCES TO PARTIES BUT I CAN'T PARTICIPATE, WHAT DO I DO?

The procedure is the same as described in point 4 of this FAQ.

22. I THOUGHT TO PARTICIPATE IN THE NEW DATES INDICATED AND I HAVE NOT JOINED THE RESELLING PROGRAM AND THE DEADLINE HAS EXPIRED, BUT I CANNOT PARTICIPATE NOW ... WHAT HAPPENS TO MY RESERVATION?

If you can no longer participate and the deadline for inclusion in the reseller program has passed, you will still be given a voucher to be used in one of the 2 subsequent editions or of 2022 or 2023.

If you need more info please send a mail to: [customercare@bachataday.eu](mailto:customercare@bachataday.eu)