

# Dear Valued Visitor,

We hope this message finds you well. We are reaching out to inform you of an important update regarding our ticket refund policy.

Effective **[Insert Date]**, our museum will be implementing changes to our ticket refund policy to enhance visitor satisfaction. The key changes are as follows:

- All requests for refunds must be submitted within **[Insert Timeframe]** of the original purchase date.
- Refunds will only be issued in the original payment method.
- Tickets that are non-transferable and non-exchangeable will remain unchanged.

We understand that circumstances may change, and we appreciate your understanding and cooperation as we transition to this new policy. Should you have any questions or require further assistance, please do not hesitate to contact our customer service team.

Thank you for your continued support of our museum.

Sincerely,

**[Your Museum Name]**

[Contact Information]