

```
<!DOCTYPE html>
<html>
<head>
<title></title>
<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
<meta name="viewport" content="width=device-width, initial-scale=1" />
<meta http-equiv="X-UA-Compatible" content="IE=edge" />
<style type="text/css">
/* CLIENT-SPECIFIC STYLES */
body,
table,
td,
a {
    -webkit-text-size-adjust: 100%;
    -ms-text-size-adjust: 100%;
}

table,
td {
    mso-table-lspace: 0pt;
    mso-table-rspace: 0pt;
}

img {
    -ms-interpolation-mode: bicubic;
}

/* RESET STYLES */
img {
    border: 0;
    height: auto;
    line-height: 100%;
    outline: none;
    text-decoration: none;
}

table {
    border-collapse: collapse !important;
}

body {
    height: 100% !important;
    margin: 0 !important;
    padding: 0 !important;
```

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    width: 100% !important;
}

/* iOS BLUE LINKS */
a[x-apple-data-detectors] {
    color: inherit !important;
    text-decoration: none !important;
    font-size: inherit !important;
    font-family: inherit !important;
    font-weight: inherit !important;
    line-height: inherit !important;
}

/* MEDIA QUERIES */
@media screen and (max-width: 480px) {
    .mobile-hide {
        display: none !important;
    }

    .mobile-center {
        text-align: center !important;
    }
}

/* ANDROID CENTER FIX */
div[style*="margin: 16px 0;"] {
    margin: 0 !important;
}
</style>
</head>

<body
    style="
        margin: 0 !important;
        padding: 0 !important;
        background-color: #ffffff;
    "
    bgcolor="#ffffff"
>
<!-- HIDDEN PREHEADER TEXT -->
<div
    style="
        display: none;
        font-size: 1px;

```

```
color: #fefefe;
line-height: 1px;
font-family: Arial, sans-serif;
max-height: 0px;
max-width: 0px;
opacity: 0;
overflow: hidden;
"
>
  Thank you for your order
</div>
```

```
<table border="0" cellpadding="0" cellspacing="0" width="100%">
<tr>
<td align="center" style="background-color: #f1f1f1" bgcolor="#f1f1f1">
  <!--[if (gte mso 9)](IE)]>
<table align="center" border="0" cellspacing="0" cellpadding="0" width="600">
<tr>
<td align="center" valign="top" width="600">
<![endif]-->
<table
  align="center"
  cellpadding="0"
  cellspacing="0"
  width="100%"
  style="max-width: 600px"
>
<tr>
<td
  align="center"
  valign="top"
  style="font-size: 0; padding: 35px 35px 0 35px"
  bgcolor="#ffffff"
>
  <!--[if (gte mso 9)](IE)]>
<table align="center" border="0" cellspacing="0" cellpadding="0" width="600">
<tr>
<td align="left" valign="top" width="600">
<![endif]-->

<table
  align="left"
  border="0"
  cellpadding="0"
```

```

        cellspacing="0"
        width="100%"
        style="max-width: 600px"
    >
    <tr>
        <td align="center" valign="top" class="mobile-center">
            <a
                href="https://line-up.tickets"
                target="_blank"
                style="color: #ffffff; text-decoration: none"
            >
                
            </a>
        </td>
    </tr>
</table>

<!--[if (gte mso 9)|(IE)]>
</td>
</tr>
</table>
<![endif]-->
</td>
</tr>
<tr>
<td
    align="center"
    style="padding: 35px 35px 20px 35px; background-color: #ffffff"
    bgcolor="#ffffff"
>
    <!--[if (gte mso 9)|(IE)]>
    <table align="center" border="0" cellpadding="0" cellspacing="0" width="600">
    <tr>
    <td align="center" valign="top" width="600">
    <![endif]-->
    <table
        align="center"
        border="0"
        cellpadding="0"

```

```
cellspacing="0"
width="100%"
style="max-width: 600px"
>
<tr>
  <td
    align="center"
    style="
      font-family: Arial, sans-serif;
      font-size: 16px;
      font-weight: 400;
      line-height: 24px;
      padding-top: 25px;
    "
  >
    <h2
      style="
        font-size: 22px;
        font-weight: 700;
        line-height: 36px;
        color: #333333;
        margin: 0;
      "
    >
    Refund Confirmation
  </h2>
</td>
</tr>
<tr>
  <td
    align="left"
    style="
      font-family: Arial, sans-serif;
      font-size: 16px;
      font-weight: 400;
      line-height: 24px;
      padding-top: 10px;
      padding-bottom: 10px;
    "
  >
    <p
      style="
        font-size: 16px;
        font-weight: 400;
```

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        line-height: 24px;
        color: #494949;
    "
    >
    Hi {{ CUSTOMER.FIRST_NAME }},
</p>
<p
    style="
        font-size: 16px;
        font-weight: 400;
        line-height: 24px;
        color: #494949;
    "
    >
    We can confirm your booking has now been refunded to your original method of
    payment. It will depend on your bank as to when your refund will appear in your account,
    however we would expect this to show within 3-5 working days.
</p>
    We look forward to welcoming you back soon.
<p
    style="
        font-size: 16px;
        font-weight: 400;
        line-height: 24px;
        color: #494949;
    "
    >
    If you have any questions, please contact {{
    ORGANISATION.NAME }} directly.
</p>
</td>
</tr>
<tr>
<td
    align="left"
    style="
        padding-top: 10px;
        border-top: 3px solid #eeeeee;
        font-family: Arial, sans-serif;
    "
    ></td>
</tr>
<!-- Start transaction table -->
<tr>

```

```

<td align="left" style="padding-top: 10px">
  <table
    cellspacing="0"
    cellpadding="0"
    border="0"
    width="100%"
  >
    <tr>
      <td
        width="75%"
        align="left"
        bgcolor="#eeeeee"
        style="
          font-family: Arial, sans-serif;
          font-size: 16px;
          font-weight: 700;
          line-height: 24px;
          padding: 10px;
        "
      >
        Item
      </td>
      <td
        width="25%"
        align="left"
        bgcolor="#eeeeee"
        style="
          font-family: Arial, sans-serif;
          font-size: 16px;
          font-weight: 700;
          line-height: 24px;
          padding: 10px;
          text-align: right;
        "
      >
        Price
      </td>
    </tr>
    <!-- Start Ticket -->
    {% for ticket in TRANSACTION.TICKETS %}
    <tr>
      <td
        width="75%"
        align="left"

```

```

style="
font-family: Arial, sans-serif;
font-size: 16px;
font-weight: 400;
line-height: 24px;
padding: 15px 10px 5px 10px;
vertical-align: text-top;
"
>
{{ ticket.EVENT.NAME }}<br />
{{ ticket.EVENT.VENUE_NAME }}<br />
{{ ticket.PERFORMANCE_START_DATE.strftime('%a %d
%b, %Y') }}, {{
ticket.PERFORMANCE_START_TIME.strftime('%l:%M %p')
}}<br />
{% if ticket.PERFORMANCE_DESCRIPTION is not none %}
<b>{{ ticket.PERFORMANCE_DESCRIPTION }}</b>{% endif %} <br/>
{{ ticket.SEAT_GROUP_AREA }} {{
ticket.SEAT_GROUP_ROW }}{{ ticket.SEAT_LABEL}}<br />
<span
style="
font-family: Arial, sans-serif;
font-size: 12px;
font-weight: 400;
line-height: 14px;
"
>
Includes restoration levy (1.70)
</span>
</td>
<td
width="25%"
align="left"
style="
font-family: Arial, sans-serif;
font-size: 16px;
font-weight: 400;
line-height: 24px;
padding: 15px 10px 5px 10px;
text-align: right;
vertical-align: text-top;
"
>
{{ ORGANISATION.CURRENCY_SYMBOL }} {{

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        "{:,.2f}".format(ticket.OUTSIDE_GROSS) }}
    </td>
</tr>
{% endfor %}
<!-- End Ticket -->
<!-- Start Product -->
{% for product in TRANSACTION.PRODUCTS %}
<tr>
<td
    width="70%"
    align="left"
    style="
        font-family: Arial, sans-serif;
        font-size: 16px;
        font-weight: 400;
        line-height: 24px;
        padding: 15px 10px 5px 10px;
        vertical-align: text-top;
    "
>
    {{ product.PRODUCT_TITLE }}<br />
    {{ product.DESCRPTION }}<br />
</td>
<td
    width="30%"
    align="left"
    style="
        font-family: Arial, sans-serif;
        font-size: 16px;
        font-weight: 400;
        line-height: 24px;
        padding: 15px 10px 5px 10px;
        text-align: right;
        vertical-align: text-top;
    "
>
    {{ ORGANISATION.CURRENCY_SYMBOL }} {{
        "{:,.2f}".format(product.OUTSIDE_GROSS) }}
</td>
</tr>
{% endfor %}
<!-- End product -->
<!-- Start Delivery Method -->
{% for delivery_method in TRANSACTION.DELIVERY_METHODS

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```

%}
<tr>
  <td
    width="70%"
    align="left"
    style="
      font-family: Arial, sans-serif;
      font-size: 16px;
      font-weight: 400;
      line-height: 24px;
      padding: 15px 10px 5px 10px;
      vertical-align: text-top;
    "
  >
    {{ delivery_method.NAME }}<br />
  </td>
  <td
    width="30%"
    align="left"
    style="
      font-family: Arial, sans-serif;
      font-size: 16px;
      font-weight: 400;
      line-height: 24px;
      padding: 15px 10px 5px 10px;
      text-align: right;
      vertical-align: text-top;
    "
  >
    {{ ORGANISATION.CURRENCY_SYMBOL }} {{
      "{:,.2f}".format(delivery_method.GROSS) }}
  </td>
</tr>
{% endfor %}
<!-- End Delivery Method -->
</table>
</td>
</tr>
<tr>
  <td align="left" style="padding-top: 20px">
    <table
      cellspacing="0"
      cellpadding="0"
      border="0"

```

```

width="100%"
>
<tr>
  <td
    width="75%"
    align="left"
    style="
      font-family: Arial, sans-serif;
      font-size: 16px;
      font-weight: 700;
      line-height: 24px;
      padding: 10px 10px 0 10px;
      border-top: 3px solid #eeeeee;
    "
  >
    TOTAL
  </td>
  <td
    width="25%"
    align="left"
    style="
      font-family: Arial, sans-serif;
      font-size: 16px;
      font-weight: 700;
      line-height: 24px;
      padding: 10px 10px 0 10px;
      border-top: 3px solid #eeeeee;
      text-align: right;
    ""
  >
    {{ ORGANISATION.CURRENCY_SYMBOL }}
    {{ "{:,.2f}".format(TRANSACTION.GROSS) }}
  </td>
</tr>
</table>
</td>
</tr>
</table>
<!--[if (gte mso 9)](IE)]>
</td>
</tr>
</table>
<![endif]-->
</td>

```

```

</tr>
<tr>
  <td
    align="center"
    style="padding: 25px; background-color: #ffffff"
    bgcolor="#ffffff"
  >
    <!--[if (gte mso 9)|(IE)]>
      <table align="center" border="0" cellspacing="0" cellpadding="0" width="600">
        <tr>
          <td align="center" valign="top" width="600">
            <![endif]-->
            <table
              align="center"
              border="0"
              cellpadding="0"
              cellspacing="0"
              width="100%"
              style="max-width: 600px"
            >
              <tr>
                <td
                  align="center"
                  style="
                    font-family: Arial, sans-serif;
                    font-size: 12px;
                    font-weight: 400;
                    line-height: 18px;
                    padding: 5px 0 10px 0;
                  "
                >
              <p
                style="
                  font-size: 12px;
                  font-weight: 400;
                  line-height: 16px;
                  color: #666;
                "
              >
                This email was sent to {{ CUSTOMER.EMAIL_ADDRESS }}
              </p>

              <p
                style="

```

```
font-size: 12px;
font-weight: 400;
line-height: 16px;
color: #666;
"
>
  {{ ORGANISATION.NAME }} {{ ORGANISATION.FULL_ADDRESS }}
</p>
<p
  style="
    font-size: 12px;
    font-weight: 400;
    line-height: 16px;
    color: #666;
  "
  >
    Powered by
    <a target="_blank" href="https://line-up.tickets"
      >Line-Up</a>
  >
</p>
</td>
</tr>
</table>
<!--[if (gte mso 9)|(IE)]>
</td>
</tr>
</table>
<![endif]-->
</td>
</tr>
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<![endif]-->
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</tr>
</table>
</body>
</html>
```