



# resident

28 Kensington Gardens

Brighton

BN1 4AL

Friday 28<sup>th</sup> August, 2009

To all our valued customers,

Following the last minute cancellation of Beachdown, we felt it was important to clarify the situation as it stands, with regards to how this affects you as ticket holders.

We have been operating on behalf of Future Festivals as a ticket agency, as we did successfully last year. We simply handle the transactions for a small booking fee & the face value of the ticket is handed over to the promoters. As such, Future Festival Ltd holds all the money from the sale of Beachdown tickets, not us. All Brighton ticket outlets have fully supported the Beachdown organisers by ensuring all monies taken from the sale of Beachdown tickets has been paid to them promptly.

Up until now, we have been kept as much in the dark about the cancellation of Beachdown as you have & were given no advance notice of Future Festivals' intentions. Directing ticket holders back to the outlets where they purchased the tickets from, having not informed these outlets of the situation, was a cowardly & easy way out of dealing with the fallout. Their failure to contact us has caused an immense amount of problems, not least because we haven't been able to give you any concrete information about whether or not you will be able to obtain a refund.

However, today, Joe Pidgeon (Managing Director of Future Festivals Ltd) finally got in touch with us & said that they are currently talking to their insurers about how best to handle the issuing of refunds to ticket holders. Realistically, this could be a fairly lengthy process & we certainly won't hear anything until after the bank holiday, so we would like to ask that you continue to be patient while the situation is worked through. We promise to keep you up to date with progress via email & will obviously put pressure on the festival organisers to resolve this situation as quickly as possible.

In the meantime, we would like to thank you for your continued patience & understanding & express our apologies for being unable to resolve this for you more speedily.

Kind regards,

Natasha Youngs & Derry Watkins  
(Resident Directors)

