

Council Approves Gift Card Compensation For Ticket Holders To Cancelled Events  
September 9, 2020

**MOOSE JAW** – Ticket holders to Mosaic Place events cancelled by COVID-19 will be issued gift cards as compensation.

At the September 8, 2020 regular meeting of Moose Jaw City Council, a motion was approved to provide gift cards of equal value to customers who purchased tickets to the ZZ Top and High Valley concerts, scheduled for May 10 and May 28, respectively, and to ticket purchasers to Moose Jaw Warriors games scheduled for March 14, 17 and 21 that were cancelled.

Ticket Rocket, the former ticket provider for Mosaic Place events, failed to provide refunds as required and holds the ticket sale proceeds.

Ticket purchasers are encouraged to explore the potential of a refund through their respective credit card companies, if they haven't already.

Spectra Venue Management, managers of Mosaic Place, will contact ticket purchasers on behalf of the City of Moose Jaw to advise of the gift card plan and procedure. Any customer who has already received a refund will be ineligible.

The City of Moose Jaw appreciates your patience and if you have any questions, you can email: [inquiries@mosaicplace.ca](mailto:inquiries@mosaicplace.ca).

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