

CANCELING A SERVICE OR EVENT APOLOGY LETTER

Dear [CUSTOMER NAME],

I am very sorry to inform you that our workshop, [NAME OF WORKSHOP], has been cancelled due to [REASON FOR CANCELING].

Because of [REASON], we will not be able to proceed with the event as scheduled. I am sorry for any inconvenience that this cancelation may cause. The safety of our guests and speakers is our number one concern.

We are hoping to be able to reschedule this workshop for a later date, and will send you an email as soon as we have worked out the details regarding this change. For now, we are issuing refunds to all our guests who were planning on attending this event. You should see the total value of your purchase returned to your bank account in 1-3 business days.

We want to thank you very much for showing interest in our event—your purchase helps us plan future workshops and events. Please [click here](#) to see our schedule of upcoming workshops this month.

Sincerely,

[EVENT MANAGER NAME]

Event Manager

