

Dear Mrs. Elle:

Subject: Request for refund on Jurassic World Ticket

By bringing back the dinosaurs, we provide a piece of history. By purchasing a ticket to Jurassic World, you are giving yourself the greatest history lesson known to man.

You have requested a refund for your ticket to Jurassic World on May 21st, 2048 due to a unsatisfying encounter with the Tyrannosaurus rex.

The ticket you purchased was pre-ordered for our upcoming spring season. During the preorder process, you agreed to our pre-purchase terms, stating: "Once pre-ordered there will be no refunds given." Although Jurassic World guarantees a refund to visitors who had an unsatisfactory experience, the online, preordered tickets void this guarantee due to the reduced price.

Unfortunately, we cannot refund you for your previous trip; however, we want you to be completely satisfied with your future experiences at Jurassic World. In the future, if you send our office proof of purchase for your next trip, we will gladly send you a refund of 20% of that purchase.

Jurassic World has created the impossible and made history once again possible. We hope that you enjoy the rest of your vacation and continue to support our history in the making.

Yours Sincerely,

*Mark Hamil*