Hi [Customer Name],

Our business will be celebrating [Public Holiday] this month, so we will be out of office on [Thursday, 26].

For this reason, we [won’t be available to respond to any messages / we’ll be slower to respond than usual]. You can check out our [Help Desk] if you have any questions, but rest assured we’ll get back to you as soon as we return.

Thanks for your understanding,

[The Acme Team]