



July 24, 2020

We want to thank everyone who bought tickets for the 2020 Maine Jewish Film Festival, and for your patience in the aftermath of the festival cancellation regarding refunds from Brown Paper Tickets. We have been making our best efforts to stay in touch with Brown Paper Tickets regarding monies owed to our customers and to our organization.

Unfortunately, as they have suspended telephone service and have not replied to any of our emails, this has been a very frustrating experience. We have contacted the Better Business Bureau and Senator King's office about these issues in the hope that they may be able to help resolve the situation.

As of May 31, a little under a third of refunds for MJFF had been processed. However, since then, we understand that no further refunds have been processed. While we know that some of you have generously contributed the cost of your tickets to MJFF, we also know that some of you would like a refund, and we want you to receive one.

We will continue our efforts to reach a resolution with Brown Paper Tickets. If we conclude by the end of September that this is just not possible, MJFF will resolve this situation in a way that is fair to you.

We apologize sincerely for the long delay in this process. Please [contact us](#) if you have questions. And thank you as always for your support of MJFF.

*The Maine Jewish Film Festival Board of Directors and Staff*