



Peterborough Museum & Archives

March 25, 2020

MUSE International Fine Films has made the difficult decision to cancel the remaining films in the Winter/Spring 2020 series as a precautionary response to the on-going COVID-19 pandemic. This decision was made after discussions with the Toronto International Film Festival (TIFF) and Cineplex.

The cancelled dates and film titles are:

March 30 – THE BOOKSELLERS

April 6 – ORDINARY LOVE

April 20 – MILITARY WIVES

Refunds will be available for these cancelled films by calling the Memorial Centre's box office at 705-743-3561. The box office is temporarily closed, but please leave a voicemail and a Memorial Centre staff member will return your call as time permits (please allow time for the calls to be returned as staff are working remotely).

The Memorial Centre box office staff will cancel the outstanding tickets and issue the appropriate credit to each customer's account.

Customers then have 2 options:

- 1. Leave the credit on their account for use for a future purchase (perhaps the next MUSE series, or any other box office event).
- 2. Call or visit the Memorial Centre box office in person (after it has reopened to the public, date to be determined), to have the credit refunded in the original method of payment.

NOTE: The box office cannot automatically refund credit cards as they do not keep credit card information on file. The credit will stay on the customer's account until they contact the box office.





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The conditions for refunds are as follows:

- Refunds are only issued to the person whose name the order is in (for example, if Mr. Smith bought 3 tickets, one for himself and 2 for friends, a refund will only be issued to Mr. Smith, and then he will have to refund his friends. The box office will also not refund Mr. Smith's wife, as the tickets are not in her name).
- Refunds are issued in the original method of payment only, except for cash payments which are refunded by cheque.

Thank you for joining us for this season of MUSE. Tickets will go on sale for the Fall 2020 season on Monday, August 10 at 9:30 am through the Memorial Centre box office.

With kind regards,

The Peterborough Museum & Archives MUSE Team

