



Singapore
Mental Health
Film Festival

11 February 2020

RE: Postponement of SMHFF 2020

To Whom This May Concern

In light of the novel coronavirus outbreak, we had to make the difficult decision to postpone the festival to a later date.

Ticket Refund by SISTIC

If you have purchased ticket/s, a full refund for the ticket/s will be arranged.

- If you have paid for the ticket/s with a credit card, regardless of whether the purchase was made via internet, SISTIC hotline or a SISTIC authorized agent, you will receive an automatic refund issued by SISTIC within 1-2 months' credit card billing cycle. The ticket/s will be invalidated and no other action is needed from you.
- If you have paid for the ticket/s in cash/NETS, you will be notified via a separate email within the next 5 days on the various ways to obtain your refund.

For further enquiry, please call SISTIC ticket purchase Hotline +65 6348 5555 during office hours Mon to Sat from 10am to 8pm daily, Sun and PH 12pm to 8 pm.

We also ask for everyone to keep calm amidst this period of uncertainty. Fear and anxiety are real emotions that can have a tight grip on us - leaving us trapped in cycles of despair and distress. Now, more than ever, we have to take steps to create self-care routines, whether it is for our physical, emotional or mental well-being. Together as a nation, and as a world-wide collective, we can battle this period with compassion and empathy.

Lastly, we thank all of you for your unwavering support. Stay tuned to our [Facebook](#) and [Instagram](#) pages for updates, and we certainly hope to see you when the festival takes place.

Take care, everyone, and stay safe.

Warm regards,

Cheryl Tan
Founder, The Breathe Movement
Festival Director, Singapore Mental Health Film Festival

Get in touch with us here:

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