



Joey (Sundance Institute)

Jan 8, 2022, 13:03 MST

Thank you for reaching back out.

Your festival purchase directly supports our non profit arts organization and provides artists with critical support year round.

We understand your disappointment in not being able to attend in person. Despite the most ambitious protocols, the Omicron variant with its unexpectedly high transmissibility rates have pushed the limits of health safety, travel and other infrastructures across the country, and particularly in our Utah locations, making this shift to online a necessary adjustment during the pandemic.

Ticket products sold were hybrid packages where tickets could be used for online or in person, interchangeably. The package was not sold for only in person or for online. At the time of purchase all products were noted as non-refundable on the ticketing page and in the terms and conditions. We are not able to give refunds on non-refundable products.

If you are not interested in joining us for our online Festival with your non-refundable ticket product purchase, you are welcome to gift your package to a friend or family member who previously wouldn't have been able to enjoy the Festival this year. Our Customer Support team will be happy to assist you with transferring your package, please let us know no later than Thursday, January 13th.

If neither the online Festival experience nor gifting the package to a friend or family member are viable options for you, we can help you convert your package into a tax deductible donation to the Institute to support our efforts as a non-profit to fulfill our mission. Alternatively, you can request to have the cost of your package converted into a Sundance Institute membership. Through year-round benefits which would become effective immediately upon the conversion, this option keeps you engaged with the Institute's mission, while extending special perks—including merchandise discounts and invites to private screenings—to this and next year's Festival. Whether it's a donation or a membership, your contribution is truly vital to our ability to continue our work to support independent artists through the remainder of our fiscal year. We will be providing acknowledgement letters that recognize your generous contribution as tax deduction.

We appreciate your continued support of our nonprofit and the films and artists we work to lift up.

Best,
Joey