



## YOUR GUIDE TO ATTENDING ARTS EVENTS IN PERSON

We are excited to announce that we will be reopening our venues for some Spring 2021 events. In order to offer you the safest and most enjoyable experience possible, the following policies will be in effect through the 2021 season. **All policies will be enforced until further notice.**

### TICKETS

1. You must reserve your tickets in advance. The Box Office will not be open for walk-up ticket reservations.
2. You should use a mobile ticket if possible. Please call the Box Office Call Center at 470-578-6650 if you are unable to show a mobile ticket on your phone, and we will assist you.
3. You will not be able to sit with your friends: All venues will have socially distanced seating with no pairs or groups of seats.
3. You will receive a refund (if applicable) or exchange (if possible) if you are not feeling well. Please do not attend in person if you are sick or have any COVID-19 symptoms. Please call 470-578-6650 or email [boxoffice@kennesaw.edu](mailto:boxoffice@kennesaw.edu) to notify us if possible.

### VENUE SAFETY PROTOCOLS

1. All staff will be masked and monitoring their health.
2. KSU College of the Arts will implement stringent cleaning protocols.
3. Your temperature will be taken upon arrival. If you have a fever of 100 or above, you will be asked to join us another time. Every effort will be made to refund or exchange your tickets. You should not attend in person if you are feeling ill.
4. You are **\*REQUIRED\*** to wear a face mask at all times. If you forget your mask, we will provide one for you. Please wear your mask correctly, over your nose and mouth, during the entire time you are at KSU. If you refuse to wear your mask correctly and consistently, you may be asked to leave.
5. If you develop symptoms of COVID-19 during a performance or while onsite in our venues, you should leave the area immediately. If you are unable to leave on your own, please locate an usher for immediate help.
6. You will be seated in a socially distant manner, and no pairs or groups of seats are available.

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#### COLLEGE OF THE ARTS

## **AT THE EVENT**

1. The lobby and house will open thirty minutes prior to each event. You should wait outside if you are able and weather permits. Please arrive on time, but not too early.
2. You must maintain social distancing at all times, including waiting in line for the restroom, entering the venue, and exiting the venue.
3. Please be on time, as all events will start promptly. Late seating is not permitted.
4. Please do not bring any bags or heavy coats, as there will be no bag or coat check available. Please call the Box Office Call Center at 470-578-6650 if you need special accommodations.
5. Each venue is divided into colored zones based on row and seat number. You are asked to follow staff instructions and signage in order to use appropriate entrances and exits based on their colored zone.
6. All venues will have socially distanced seating with no pairs or groups of seats. Please sit in the seat that is printed on your ticket and stay in your seat for the duration of the performance.
7. Once you enter the venue, you must remain in your designated seat, except in case of emergency or illness. Please do not get up to visit with friends or congregate in the aisles.
8. Ushers will dismiss you at the end of the performance to help maintain social distancing. Please stay in your seat until you are dismissed.
9. After you are dismissed, please exit the venue (and lobby) immediately following the performance. You will not be allowed to linger or congregate in the lobby.

## **RISK**

There is an inherent risk in attending a live, in-person event. By attending, you voluntarily assume all risks and danger incidental to attending the event for which the ticket is issued, including the risk of personal injury, illness, or property loss, whether occurring prior to, during, or after the event.

## **QUESTIONS?**

If you have questions, please call the Box Office Call Center at 470-578-6650 or email [boxoffice@kennesaw.edu](mailto:boxoffice@kennesaw.edu). We remain committed to providing you the safest and most enjoyable experience possible. Thank you for supporting ArtsKSU.