

SOUTHWEST FLORIDA SYMPHONY

COVID-19 PROTOCOL

We couldn't be more thrilled about returning to the delivery of regular, large scale performances in the coming season, but we do so with the health and safety of everyone involved in the communal music experience being of primary importance. Leaders in the performing arts industry have communicated amongst our institutions and referred to research to determine best practices for responding to the spread of COVID-19.

We will uphold the following health and safety protocols at all Southwest Florida Symphony performances for the protection of our community, patrons, artists, volunteers and staff in order to continue to fulfill our mission of delivering outstanding orchestral music for the education, enrichment and engagement of the broadest possible public:

General COVID Protocol

- In keeping with current CDC guidelines, face masks must be worn by attendees over the age of 2 at all indoor concerts and events at all times.
- Be assured that our institution, including musicians, staff, board, volunteers, vendors and guest artists, are taking additional precautions.
- Face masks must also be worn in the Conductor's Circle Club at all times unless attendees are actively eating or drinking.
- Face masks must cover the mouth and nose.
- Protocols will be revisited and may be revised based on CDC guidance as pandemic circumstances change. This includes the potential use of additional screening. Please visit our website and the sites of all Southwest Florida Symphony venues for updates and any protocol changes.

If you are feeling sick or if you or anyone in your household have had contact with anyone who has tested positive for COVID in the past 72 hours, please do not visit our administrative office, Artistic & Operations Center or attend any of our events or performances. Refer to the Ticketing and Refunds tabs on our COVID protocol page for information on how to donate your tickets back to the Southwest Florida Symphony, request credit on account or a refund for performances you miss as a result of COVID.

Ticketing

The Barbara B. Mann Performing Arts Hall manages all ticketing for our performances and events held at their venue. Please call 239-481-4849 or visit <https://www.bbmannaah.com/events> to retrieve your tickets to concerts held at this facility.

For our performance at BIG ARTS on Sanibel Island, ticketing is exclusively handled through their box office. To retrieve your tickets to that performance, please visit <https://bigarts.org/performing-arts/> or call 239-395-0900

For performances and events held at all other venues, our box office software allows for print at home tickets as well as access digital tickets to our concerts and events. Your tickets will be emailed to you as a .pdf file. You may either print them at home or present them on your smartphone when you arrive at the venue.

Ticket sales are vital to sustain the Southwest Florida Symphony and preserve professional orchestral music in our community. In the event the Southwest Florida Symphony needs to cancel a performance, we encourage ticket holders who are able to donate their tickets.

Refunds: The Southwest Florida Symphony provides full refunds of ticket purchases for the 2021-2022 season for current pandemic reasons. Requests must be received at least one full business day prior to the scheduled concert for the refund to be processed. Refunds will be issued up to four weeks after we receive your request. Any request after the refund deadline period may be considered for ticket exchanges to a later concert.

VIP Events and Conductor's Circle Club

Conductor's Circle Club guidelines are set by the Barbara B. Mann Performing Arts Hall. Questions and concerns regarding these guidelines should be directed to Barbara B. Mann Hall by calling 239-481-4849. Conductor's Circle Club members are required to wear masks at all times while visiting the clubroom unless they are actively eating or drinking.

At all other venues, masks are required in the auditorium during performances regardless of vaccination status. During VIP events, receptions, parties and activities that involve food and beverage, we will abide by the protocol set by each venue where these activities take place.

The Southwest Florida Symphony's Artistic & Operations Center requires masks at all indoor performances and proof of full COVID inoculation within two weeks of attending any event that necessitates removing masks for the purpose of consuming food and beverages.

COVID-19 Warning

An inherent risk of exposure to COVID-19 exists in any public place where people congregate. COVID-19 is a highly contagious virus that can lead to severe illness and death. According to the [Center for Disease Control and Prevention](#), senior citizens and those with underlying health conditions are particularly vulnerable. By attending any Southwest Florida Symphony performance or event, you voluntarily assume all risks related to exposure to COVID-19.