

FAQ's RE: CORONAVIRUS COVID-19

What are you doing to keep patrons safe?

We are taking extra precautionary measures by providing additional hand sanitizers and disinfectant wipes throughout the building, particularly in high traffic areas. Additionally, our janitorial team is routinely disinfecting commonly touched surfaces, such as doorknobs, handles, elevator keypads, etc.

How are you tracking the virus?

We are seriously monitoring the global situation, and are receiving updates from King County Health, Center for Disease Control (CDC) and the City of Seattle.

I've gotten some questions specifically about *Celebrate Asia*, how should I answer them?

The artists for the *Celebrate Asia* concert are not arriving from infected regions. Coronavirus doesn't recognize race, nationality nor ethnicity. Having Chinese ancestry — or any other ancestry — does not make a person more vulnerable to this illness.

What if the outbreak worsens, will concerts still go on?

Should an outbreak occur, we will prioritize the health of our employees and friends in the audience by implementing and communicating appropriate changes as recommended by King County Health and the CDC to ensure a safe environment.

How do you plan to notify patrons regarding concert changes due to the Coronavirus?

In the event of a cancellation, we'll notify all ticket buyers at least 2–3 hours before the event via email, phone and text. If you need to exchange your tickets, you may contact the Ticket Office at 206.215.4747 or tickets@seattlesymphony.org. Additionally, we will be updating the website should any changes occur:

<http://www.seattlesymphony.org/planyourvisit/virus>

<http://www.seattlesymphony.org/benaroyahall/plan-visit/virus>

I don't feel safe in public spaces, may I have a refund?

If you feel unwell or uneasy about attending a concert, you may email the Ticket Office at tickets@seattlesymphony.org or call 206.215.4747 to exchange your tickets for future performances. Refunds will be issued in the event of a cancelation.

What will you do if a guest artist won't be able to make it due to restricted air travel?

In the event that a guest artist is unable to perform due to restricted air travel or illness, the Symphony will do its best to replace the artist and notify all ticket buyers of the change.

If you receive additional questions for patrons and are unsure of how to respond, please see Christy.

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For other inquiries, please see Shiva.

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