

ASO HEALTH PROTOCOLS FOR PATRONS

Our top priority is the safety of our community, as well as our audiences, performers and staff. In light of Stage 5 COVID risk levels in Austin/Travis County announced on August 5, 2021 and recommendations set out by Austin Public Health and the CDC, the Austin Symphony Orchestra (ASO) has instituted the protocols below for its upcoming 2021-22 season. These protocols apply to all patrons, staff, and volunteers.

- A negative COVID-19 test result within 72 hours (3 days) of your scheduled concert for all patrons aged 12 or older
- In lieu of a negative test result, patrons can show printed proof of vaccination with the final vaccine date at least 14 days prior to your scheduled concert date
- Masks will also be required, regardless of vaccination status, inside and outside the building, except while eating or drinking in designated areas. Patrons will be asked to review the wellness check guidelines prior to entry but there will not be temperature screening on entry

NOTE: Proof of a negative test or vaccination to be shown via physical card/ printed copy of test result along with a government issued I.D.

Patrons unable to meet these requirements may request a gift certificate, donate the tickets for a tax credit or a refund the week of the scheduled performance.* Deadline to request will be 5:00 p.m. the day before your scheduled concert date. Refunds will be honored while Austin/Travis County is in Stage 4-5. Reach out to our Box Office by email at boxoffice@austinsymphony.org or at (512)476-6064 ext.3.

This is our policy for the foreseeable future. We will notify ticket holders of any changes as the situation progresses, including in "ASO Insider" emails. ASO will continue to monitor the CDC, federal, state and local guidelines. We will continue to update our protocols and communications with you, as the situation requires.

FREQUENTLY ASKED QUESTIONS

Do kids under 12 need to provide a negative COVID-19 test result?

A negative test result is not required for children under 12 years old. However, all kids aged 2 and older must wear a mask when not eating or drinking.

What forms of negative COVID-19 test or vaccination proof are accepted?

Printed copies of a negative COVID-19 test, vaccine card, or vaccine record will be accepted. Printed copies must be dated and match the name on your ID. Digital copies or photos will NOT be accepted.

Will indoor seating be socially distanced?

Indoor events have returned to full capacity.

Will concessions still be offered at events in the Long Center?

Yes, concessions will be offered, but will be limited to outdoor and lobby spaces, and the Kodosky Lounge.

What other safety precautions are in place for indoor events?

Seats, bathrooms, and other high-touch surfaces will be thoroughly sanitized before each show. Hand sanitizer will be available throughout the venue for your personal use. Long Center staff are required to wear KN95 masks at all times and frequently wash and sanitize their hands. Additionally, the Long Center's air filtration system exceeds hospital standards with a MERV rating of 13.

What can I do with my tickets if I decide not to attend?

*You can turn your tickets into a Gift Certificate which will be good for one year; Donate your tickets back to the ASO and receive a tax credit; You can also request a refund (Refunds will be available the week of your scheduled performance while Austin/Travis County is in Stage 4-5.). Deadline to request will be 5:00 p.m. the day before your scheduled concert date. * Call the ASO Box Office at 512-476-6064 ext.3 or email at boxoffice@austinsymphony.org for any questions or requests.*

Have a question not answered here? Email us at any time at boxoffice@austinsymphony.org.

**Season Subscribers can request ticket exchanges and donate tickets at any time before 5:00 p.m. the night of their performance.*