

## Safety is Our Priority

**We look forward to welcoming you back to the concert hall, and we have implemented a number of policies and improvements to keep everyone safe.**

To ensure the comfort and health of our musicians, audiences, volunteers and venue staff the following measures are in place:

- Air filtration system in the Lewisville Grand Theater is upgraded to meet CDC standards
- All surfaces in occupied areas are cleaned and sanitized with CDC-recommended cleaning products prior to performances
- Ticket collection and distribution of programs will be contactless
- Contactless hand sanitizer stations are available throughout the facility
- All “front-of-the-house” volunteers are fully vaccinated and will always be masked
- The performance hall will open at 6:45 to enable patrons to be seated without waiting in the lobby

In addition, **we ask your cooperation in implementing the following policies:**

- **All patrons must wear masks at all times while in the performance hall.** Out of respect for the musicians, venue staff, volunteers and your fellow audience members, please keep your mask on while seated during the performance.
- There will be no intermission; you are welcome to stand and stretch in place, if you wish, during the short pause
- **Maintain 6-foot physical distancing in the lobby and aisles.**
- **Leave separation between your seats and those of the parties around you.**

### **In-Person vs. Livestream – You Have Options Feb. 11, 2022 concert**

We want you to enjoy the concert! If you are uncomfortable with any of the set-up or requirements, would prefer not to mingle with public groups, or if you are not feeling well, we invite you to view the concert from the comfort of your own home.

- In addition to our planned in-person concerts, **all performances will also be livestreamed on our private YouTube channel.**
- **Your concert ticket is valid for either the in-person or livestream option.**
- **The day before the concert performance, all ticketed patrons will receive an email with the concert link.** Note: livestream performances are viewable at the same time (only) as the in-person performance (7:30 p.m. CST on Friday nights) and cannot be viewed later.
- Some people have experienced the email with the link going into their Junk, Spam or Bulk folders. **If you do not receive the email with the livestream link by end of day on Thursday, Jan. 27**, please send an email to [tickets@lewisvillesymphony.org](mailto:tickets@lewisvillesymphony.org) so we can make sure you get it.
- If you are experiencing any of the following symptoms or if you have been exposed to or diagnosed with COVID-19 in the past two weeks, please take advantage of our remote viewing option.
  - Headache
  - Cough
  - Fever
  - Difficulty breathing
  - Sore throat
  - Loss of sense of taste or smell

If you have questions, you can contact us at [question@lewisvillesymphony.org](mailto:question@lewisvillesymphony.org).