



**WASHINGTON
PERFORMING ARTS**
We make it happen

**FREQUENTLY ASKED QUESTIONS (FAQ) ON
WASHINGTON PERFORMING ARTS EVENTS AND
CORONAVIRUS DISEASE 2019 (COVID-19)**

UPDATED TUESDAY, MARCH 24, 2020, AT 12:00PM EDT

GENERAL STATUS UPDATE: NO PUBLIC EVENTS THROUGH SUNDAY, MAY 10; OFFICE STAFF TELEWORKING

Q: Has Washington Performing Arts modified its event schedule due to coronavirus?

A: Yes. Washington Performing Arts takes the coronavirus threat seriously, and in the wake of an ongoing **state of emergency in the District of Columbia** and in accordance with a Centers for Disease Control and Prevention (CDC) advisory, we have made the following changes in upcoming programming through **Sunday, May 10**:

- **All ticketed WPA performances in all venues through May 10 have been canceled.** This includes the entirety of the **SHIFT Festival** (a WPA co-presentation with Kennedy Center), originally scheduled for March 24–28.
- **[The Black Love Experience](#)** (a WPA co-presentation) scheduled for Saturday, March 21 has been **rescheduled** for August 29.
- **Live at The LINE featuring SongRise** (co-presented by The LINE Hotel, originally scheduled for April 4) will be **rescheduled** for a later date, TBA.
- **Anacostia River Festival** (co-presented by 11th Street Bridge Park, National Cherry Blossom Festival, and National Park Service, originally scheduled for April 5) has been **rescheduled for August 9**.
- The 49th Annual Joseph and Goldie **Feder Memorial String Competition** Awards Ceremony and Concert (originally scheduled for April 17) will be **rescheduled for a later date, TBA**.
- The **Misbin Family Memorial Chamber Music Competition** Finalist Round (co-presented with Levine Music, originally scheduled for April 26) will be **canceled, rescheduled, or held virtually (TBD)**.
- The public **Master Class with Emanuel Ax** (co-presented with Washington Conservatory of Music, originally scheduled for May 5) has been **canceled**.

Q: Are your Ticket Office and administrative offices open for business?

A: Our offices at 1400 K Street, NW are closed for the duration of the state of emergency in Washington, D.C. However, **all permanent employees are teleworking** (i.e., working remotely) during this time. You can make [donations online](#) at any time. Tickets for remaining 2019/20 season events may be purchased at any time at [washingtonperformingarts.org](#) or by phone at (202) 785-9727 during business hours (weekdays, 9:30AM–5PM). Tip: Call volume is high; if you phone and reach voicemail, please leave a message with your name and contact information, and we will return your call as soon as possible.

Q: Will more events be canceled or rescheduled due to coronavirus?

A: At present, only our events through May 10 have been modified or canceled. We are monitoring the national and regional coronavirus situations closely—including advisories from the CDC and D.C. Mayor’s Office—and will update our schedule as needed and issue updates via our website and social media as the situation evolves. All current ticket-holders will be contacted directly if future events are modified or canceled.

Q: Are Friends (i.e., annual donors) events impacted by the coronavirus?

A: Yes. All Friends events through May 10 have either been canceled or postponed (TBD). Current Friends will be notified directly when new information for rescheduled events is available; this updated information will also be posted on our website at that time. In the meantime, we thank you for both your patience and ongoing support! For further questions on Friends events, please contact Brooke Lamell at blamell@washingtonperformingarts.org.



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TICKETING POLICIES & OPTIONS FOR CANCELED EVENTS

Q: An event I had tickets to was canceled. What do I do?

A: **First, check your email inbox** (including your “Junk” folder). All current ticket-holders to canceled events are being contacted directly by the ticket office from which they acquired their tickets—either WPA Patron Services or the venue ticket office. Ticket holders to canceled events may choose one of two primary options: (1) a **donation** of the purchase value to WPA; or (2) a **refund** in full. **Exchange credit** toward a future WPA 2019/20 performance after May 10 is still available; at present, credit may *not* be applied to future season events and will be forfeit at the close of the current season. **Please Note: We are experiencing a high volume of business in our Patron Services office** and appreciate your patience as we process donations and refunds.

Q: I don't want to attend public gatherings right now, but I have tickets to an upcoming Washington Performing Arts event. What are my options?

A: Note that **all WPA ticketed events through May 10 have been canceled**. For events after May 10, in light of the coronavirus-related state of emergency in D.C. and until further notice, **we are amending our standard exchange policy** as follows: **all current ticket-holders to upcoming Washington Performing Arts events, regardless of Friend or subscriber status, may return their tickets purchased via the Washington Performing Arts Ticket Office for exchange credit, free of charge. Exchange credit must be requested no later than 5pm on the next business day after a performance.** We have implemented this “after-the-fact” exchange policy in the interest of accommodating patrons who may feel symptomatic on the evening of a performance or over a weekend, when our Ticket Office is closed, and would therefore not be able to request exchange credit in advance of the performance.

Exchange credit is redeemable for ticket purchases (not donations or gift certificates) to all remaining events in the 2019/20 Season after May 10. All exchange credit not redeemed for tickets as of Friday, June 5, at 5PM will be forfeit.

Q: What if I purchased my tickets directly from the venue's ticket office (as opposed to the Washington Performing Arts Ticket Office)?

A: All ticket holders to canceled events are being contacted directly by the ticket office from which they purchased their tickets—either the WPA Patron Services Office or the venue ticket office(s). For exchange credit to performances after May 10, please contact the ticket office from which you purchased your tickets.

Q: Can I get a refund instead of exchange credit?

A: Refunds are issued only in the case of event cancellation. (See above for list of events canceled in the interest of coronavirus prevention. Note: A Murray Perahia recital originally scheduled for March 20 was canceled by the artist earlier in the season for personal reasons unrelated to coronavirus.) At present, exchange credit is the only option for ticket-holders who prefer not to attend upcoming events after May 10 due to coronavirus concerns. We will continue to monitor the regional coronavirus situation in the coming days and weeks and will adapt the ticket-exchange policy/deadline as needed.

MORE QUESTIONS?

Please email ticketservices@washingtonperformingarts.org or call **(202) 785-9727** during business hours (weekdays, 9:30AM–5PM).

Voicemail Note: With many events coming up in the near future, our call volume is high. If you call and reach our voicemail, please leave a detailed message with your name and phone number, and we will return your call as soon as possible.