



**WASHINGTON
PERFORMING ARTS**
We make it happen

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

UPDATED MONDAY, APRIL 27, 2020, AT 5:00PM EDT

LATEST NEWS:

**WASHINGTON PERFORMING ARTS 2020/21 SEASON WILL BE ANNOUNCED MONDAY, JUNE 15, 2020
VIA E-BLAST, WPA WEBSITE, AND SOCIAL MEDIA.**

Q: What aspects of the 2020/21 Season will be announced on June 15?

A: We will announce all confirmed events along with subscription/ticket information (including on-sale dates). We ask for your patience with this later-than-usual season roll-out as we finalize details amid the coronavirus crisis.

GENERAL STATUS UPDATE:

ALL REMAINING 2019/20 SEASON PUBLIC EVENTS (THROUGH WEDNESDAY, JUNE 10) HAVE BEEN CANCELED OR RESCHEDULED. WPA OFFICE STAFF IS TELEWORKING.

Q: Which Washington Performing Arts events have been canceled?

A: 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 canceled the following events:**

- **All remaining paid/ticketed WPA performances in all venues through June 7 (i.e., the remainder of the 2019/20 Season)**
- **Public Master Class with Emanuel Ax** (co-presented with Washington Conservatory of Music, originally scheduled for May 5)

Q: Which Washington Performing Arts events have been/are being rescheduled?

A: The following events have been rescheduled or have final cancellation/rescheduling decisions pending:

- **[The Black Love Experience](#)** (a WPA co-presentation, originally scheduled for Saturday, March 21) has been **rescheduled to August 29**.
- **Live at The LINE featuring SongRise** (co-presented by The LINE Hotel, originally scheduled for April 4) will be **rescheduled to 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 to August 9**.
- The free, ticketed world-premiere performance of **Christopher Tin's *To Shiver the Sky*** (originally scheduled for May 30), has been **rescheduled to August 21**. All existing ticket reservations for the original date will be honored at the rescheduled date. Please note: at this time, we are not taking additional reservations; an update on this performance will follow in the coming weeks.
- The free, unticketed **Politics & Art: District of Creativity** event (originally schedule for June 10) will be **rescheduled to a later date, TBA**.

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Q: Are your Patron Services Office (i.e., 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 (and please consider our [Champion Fund](#)—see next page). You can contact our Patron Services Office at ticketservices@washingtonperformingarts.org or call **(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: Are Friends (i.e., annual donors) events impacted by the coronavirus?

A: Yes. All Friends events through June 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.

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 have been 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 options: (1) a **donation** of the purchase value to WPA; or (2) a **refund** in full. All those who donate will automatically become Washington Performing Arts “Champions”—official contributors to our newly established [Champion Fund](#) (see next section for details). We also encourage you, if it is within your means, to [increase your gift to the Champion Fund](#), above and beyond your tickets’ value.

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: Can I apply the value of my tickets to canceled 2019/20 events to a 2020/21 Season subscription or single tickets?

A: We regret that exchange credit toward future season events is *not* an option. Please refer to the previous question for donation/refund options.

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 have been contacted directly by the ticket office from which they purchased their tickets—either the WPA Patron Services Office or the venue ticket office(s).

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SUPPORT FOR WASHINGTON PERFORMING ARTS

Q: How can I best support Washington Performing Arts during the COVID-19 crisis?

A: We invite you to become a WPA Champion! We have established the [Champion Fund](#) so our friends and patrons can provide vital support during this time of crisis—as we move several of our artistic, educational, and community programs online—and after, when we (safely) return to sharing the arts together, in person. For further questions on the Champion Fund or other giving opportunities, please contact Brooke Lamell at blamell@washingtonperformingarts.org.

MORE QUESTIONS?

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

Voicemail Note: Our Patron Services staff are processing a high volume of transactions in the wake of multiple canceled events. 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.