



**Audience and Attendee Safety Protocols
2021 Spring Concert Season
As of Thursday, November 19, 2020**

- Arrive early, with plenty of time to be seated before the concert begins.
- All attendees will be temperature screened before entry. Anyone with an elevated temperature (equal to or greater than 100.4 degrees Fahrenheit) will not be allowed to enter. Temperature checks will be administered by Mid-Texas Symphony staff and volunteers.
- Mid-Texas Symphony staff and volunteers will be temperature screened before entering the theater and will not be allowed to enter if their temperature is elevated.
- Performances will last no longer than 60 minutes and have no intermission.
- All attendees, including symphony and venue personnel, must wear a mask at all times.
- No outside food or drinks.
- There will be no on-site Box Office or Concession Stand. All ticketing operations will be conducted during normal business hours.
- Restroom and elevator occupancy limited and monitored at all times.
- Mid-Texas Symphony and venue staff and volunteers will conduct frequent cleaning on touch surfaces.
- Multiple hand sanitizer locations are available throughout the venue.
- Seating in the auditorium will adhere to the venue's safety guidelines and capacity restrictions. The Mid-Texas Symphony Box Office will assign seats that are socially distanced with ample room between non-companioned parties.
- 6ft. social distancing will be required throughout the entire venue.
- Failure to comply with all safety protocols and procedures may result in removal from the venue.

**If you have questions or need ticketing assistance, please contact the Mid-Texas Symphony Box Office by phone: (830)463-5353 or e-mail: boxoffice@mtsymphony.org. Box Office hours of operation are Monday through Friday, 9:00 a.m. to 3:30 p.m., closed for holidays. If you call and there is no one to answer, please leave a voice message and a staff member will return your call on the next business day.
Thank you in advance for your patience.**