

2021 HPSD Nutcracker Performances at Mandel Hall December 10-12

COVID-19 Guidance & Theater Protocols + Ticket Refund & Exchange Policies

COVID-19 Theater Mitigation Requirements

This convening is open to all invitees regardless of vaccination status and, because of ongoing health risks to the unvaccinated, whether the attendee is vaccinated or unvaccinated they are expected to adopt the risk mitigation measures advised by public health officials (i.e., masking, social distancing when possible, etc.). Public convening may not be safe for all and carries a risk for contracting COVID-19, particularly for those unvaccinated. Participants will not know the vaccination status of others and should follow appropriate risk mitigation measures. If you have questions or concerns regarding UChicago facility COVID protocols, please contact Wendy Williams, Executive Director of Community Partnerships at the University of Chicago - wendywilliams@uchicago.edu.

Mandel Hall COVID protocols are subject to change. HPSD will alert ticket holders in a timely manner about any protocol revisions.

Please read below about the requirements the UChicago Office of Community Engagement and HPSD have put in place to mitigate the transmission of COVID-19:

- **Self-Monitoring:** Anyone feeling unwell, has any COVID-19 symptoms, a positive COVID-19 test in the past 10 days, or has had close contact with anyone confirmed or suspected of having COVID-19 agrees not to come to the event.
- **Masking:** A face-covering properly fitted over the nose and mouth must be worn at all times in the theater, entryways, and restrooms for all persons over two (2) years of age, regardless of vaccination status. Face shields are permitted as long as masks are also worn underneath.
- **Eating and Drinking:** Eating and drinking are prohibited in public indoor areas and in the theater house. Socially distanced water drinking is acceptable.

Compliance: The decision to be present serves as your acknowledgment and acceptance of the potential risks posed by COVID-19 and your agreement to comply with all health & safety protocols. We reserve the right to deny entry to or remove visitors in violation of our protocols. Anyone who is disrespectful or discourteous to other visitors, artists, or staff may also be asked to leave.

Health Certification

By virtue of entering the Theatre, guests are acknowledging that all of the statements below are true the day they visit the Theatre. If any of the statements are NOT true, guests should not come to the Venue and instead use the exchange and refund policy to re-schedule or refund their tickets.

- I have not tested positive for COVID-19 through a diagnostic test in the past ten (10) days.
- I am not and have not recently experienced (within the last 48 hours) any new or worsening symptoms of COVID-19
- I have not had close contact or proximate contact with any person(s) confirmed with a diagnostic test or suspected based on symptoms, to have COVID-19 within the past ten (10) days.

Ticket Distribution & Theater Protocols

To mitigate the risk of COVID transmission through crowding indoor entryways, theater attendees will need to enter and exit Mandel Hall differently than in years past. Please read the following instructions thoroughly before arriving at the theater. Signage and HPSD volunteer ushers will help to direct you to the proper locations.

- **Will Call and Entry Tickets:** THERE WILL BE NO WILL CALL AT MANDEL HALL OR THE HPSD OFFICE. ** Online ticket holders must print out or present on their phones all of their tickets upon entry to the theater. In-office ticket buyers must take all of their tickets upon purchase to distribute on their own.
- **Theater Ticket Sales:** Tickets for our live shows will be available for purchase at Mandel Hall on December 10-12 one (1) hour before each show.
- **Theater Entry:** ALL patrons who do not require special assistance to enter the theater, must enter Mandel Hall from the side outdoor entrance on University Ave between 57th and 56th Streets. This procedure may be subject to change. Theater doors will open 30 minutes prior to each show.
- **Theater Seating:** Socially distanced seating options will be available in the Mandel Hall balcony.
- **Exiting the Theater:** Patrons may exit through the side door entrance onto University Ave or the side doors exiting into the Reynolds' Club courtyard.

**Only tickets purchased as part of a donor package can be left at will call in the HPSD Office and MUST be picked up from the office between Monday, December 6 and Thursday, December 9 during open office hours.

Ticket Exchanges and Refunds

Tickets may only be exchanged under the following circumstances:

- **In-office purchases:** Tickets purchased in the office may be exchanged anytime before Thursday, December 9 during open office hours. Tickets may only be exchanged in person with the original paper tickets purchased.
- **Online purchases:** Tickets purchased online are exchangeable through Eventbrite until Thursday, December 9 at 7pm.
- **Donor Package Tickets:** VIP and virtual tickets purchased as part of a package are non-transferable to regular show tickets. Tickets can either be used as directed or forgone. If you would like to purchase any regular tickets to the live shows you must do so through a separate in person or online order.
- **Ticket exchanges on or after December 10:** Will only be permitted for COVID-related reasons and MUST be requested via email to admin@hydeparkdance.org. Exchanges will only be permitted on a case-by-case basis for tickets to shows that have not yet occurred.
- ALL exchanges available pending space availability in the theater for each show.

Tickets will only be refunded if the following requirements are met:

- The ticket holder provides proof of positive COVID test, reports close contact with a COVID+ individual, or has symptoms of COVID that would prevent them from attending the Nutcracker at their appointed times/dates.
- Refund requests must be made in writing prior to the scheduled performance to admin@hydeparkdance.org.
- Refunds will only be granted if a mutually agreed upon exchange cannot be determined.
- Refunds will not be processed until the week of December 13-17.

2021 HPSD Virtual Streaming Nutcracker Performances December 18-19 Streaming Access Instructions + Ticket Refund & Exchange Policies

Virtual performance ticket holders will receive their streaming link to the email address(es) provided at purchase. Attendees will receive their links 2-24 hours before each scheduled performance from admin@hydeparkdance.org. Please email admin@hydeparkdance.org if you do not receive your show link.

Virtual Nutcracker tickets are transferable online until 5pm on Friday, December 17 and in the HPSD office until 4pm on Saturday, December 18. Office ticket sales will end at 4pm on Saturday, December 18. Online ticket sales will end two (2) hours before each scheduled show. All Virtual Nutcracker tickets purchases are non-refundable.