



## FREQUENTLY ASKED QUESTIONS

The Phoenix Symphony's highest priority is the health and well-being of all our patrons, musicians, artists, staff and volunteers. In light of the rapidly evolving situation surrounding the COVID -19 Pandemic, performances taking place at Symphony Hall during the remainder of the month of March will be cancelled.

**The performances affected by this cancellation are as follows:**

- **Disney in Concert: Friday March 13, Saturday March 14, and Sunday March 15; all four performances**
- **Debussy, Ravel and Prokofiev: Saturday March 21 and Sunday March 22**

## WHAT ARE MY TICKET OPTIONS?

- **Exchange your tickets to an upcoming performance.** All exchanges are FREE (no fees) and we are happy to exchange your tickets for one of the many upcoming 2019/20 season performances of comparable value, and based on availability.
- **Donate your tickets.** Please consider donating your tickets to a friend, colleague or family member. Or, donate your tickets back to The Phoenix Symphony and receive a tax-deductible donation. As a nonprofit arts organization, The Phoenix Symphony relies on the generous support from the audience we serve in order to bring music to the stage as well as serve the community through our many health, wellness and education programs.
- **Apply tickets to your account.** Our box office can put your funds on account for future use. This will be the value of your tickets for both of the performances mentioned above.

Our **Patron Services team is available to assist** and can be reached at 602-495-1999. due to anticipated volume, we ask for your patience as we address each and every case.

## HOW IS THE PHOENIX SYMPHONY MONITORING THE VIRUS?

We are closely monitoring the recommendations of the U.S. Center for Disease Control and Prevention (CDC), Arizona Department of Health Services (ADHS), Maricopa County Department of Public Health (MCDPH) and the City of Phoenix in response to the coronavirus (COVID-19). We will continue to monitor the situation and will keep patrons apprised of any additional changes to our performance schedule.