

FAQ Broadway remaining 2019/20 subscription season.

What is happening with the rest of my 2019/20 Broadway season?

The impact on COVID-19 is unfortunately causing many national tours to cancel or postpone, including the remainder of the Broadway 2019/20 season including subscription package shows: *Escape to Margaritaville* and *Dear Evan Hansen* which have been canceled for this season.

Additionally, season extras: *Jesus Christ Superstar* and *Les Misérables* performances have also been canceled this season. However, performances of *Rain: A Tribute to the Beatles*, *Waitress*, and *Summer: The Donna Summer Musical* have been rescheduled into 2021.

We have refunded the ticket amount for canceled performances to your Kimmel Center account. As for performances reschedule for 2021, your tickets have been moved to a new performance date.

Please check your email for full details.

Will my refund for *Dear Evan Hansen* come from the Kimmel Center Cultural Campus or Forrest Theatre?

As a Broadway Philadelphia Subscriber, your refund will come from the Kimmel Center in the form of a credit on your Kimmel Center account. If you purchased any additional tickets through Forrest Theatre via Telecharge.com you will receive email from Telecharge on the refund status for those tickets.

I have money on my Kimmel Center account from canceled performances, what are my options?

Please log in using your “My Account” feature on Kimmelcenter.org to learn about options such as:

- Donating the value of your tickets to the Kimmel Center Cultural Campus and receive a tax deduction.
- Apply the ticket credit for tickets to upcoming show, future subscription package, or keep on account for future use until June 30, 2021.
- Receive a full refund.
-

Why should I consider donating the value of my tickets back the Kimmel Center Cultural Campus?

Here are some reason you might consider changing your ticket purchase into a donation:

- You will receive a tax deduction.
- A donation of \$750 or more will qualify you for Academy Gold Membership status next season, including exclusive pre-theater experience at select Broadway performances at the Academy of Music.
- As a non-profit presenter of live theater, the disruption COVID-19 will cause significant loss and our rebound will be lengthy a donation will help us get back on our feet sooner.
- We rely on the support of our donors for our annual operations and 100% free education and community programs. Your contribution will enable us to continue sharing art with all Philadelphians and communities across the region.

FAQ Broadway Philadelphia Subscription for the 2020/21 season.

I purchased an 8-show package for the 2020/21 season but received notification it is now 4-show package. What is happening with my shows? And my money?

The impact on COVID-19 is unfortunately causing many national tours to cancel or postpone, including the following original subscription package shows: *Pretty Woman the Musical*, *My Fair Lady*, *1776*, and *The Cher Show* which have been canceled for this season.

Additionally, season extras: *Hairspray*, *Blue Man Group*, and *AIDA* performances have also been canceled this season.

Your current package is a 4-show package beginning in March 2021 including: *Ain't Too Proud*, *Oklahoma*, *The Lion King*, and *Hadestown*.

We have refunded the difference in package price and any impacted season extras you may have purchased to your Kimmel Center account.

Please check your email for full details.

I have money on my Kimmel Center account from canceled performances, what are my options?

Please log in using your “My Account” feature on Kimmelcenter.org to learn about options such as:

- Donating the value of your tickets to the Kimmel Center Cultural Campus and receive a tax deduction.
- Apply the ticket credit for tickets to upcoming show, future subscription package, or keep on account for future use until June 30, 2021.
- Receive a full refund.

Why should I consider donating the value of my tickets back the Kimmel Center Cultural Campus?

Here are some reason you might consider changing your ticket purchase into a donation:

- You will receive a tax deduction.
- A donation of \$750 or more will qualify you for Academy Gold Membership status next season, including exclusive pre-theater experience at select Broadway performances at the Academy of Music.
- As a non-profit presenter of live theater, the disruption COVID-19 will cause significant loss and our rebound will be lengthy a donation will help us get back on our feet sooner.
- We rely on the support of our donors for our annual operations and 100% free education and community programs. Your contribution will enable us to continue sharing art with all Philadelphians and communities across the region.

I am a 2019/20 season subscriber; can I still renew my subscription for the 2020/21 season?

- Yes, you are still able to renew into the new 4-show package. There are no current renewal deadlines at this point.
- The easiest way to renew is online. You should have received information about the new 4-show package on Monday, June 15, 2020. Or visit kimmelcenter.org/broadway2021 and click the “RENEW SUBSCRIPTION” button.
- If you prefer to renew by phone, Subscriber Services is available at 215-893-1955, Monday through Friday from 10am-5pm.

I am a “multi-show”/“choose your own” package holder for the 2019/20 season. I would like to upgrade to a full 4-show package subscription for 2020/21. Do I renew a subscription or start a new subscription?

- Visit kimmelcenter.org/broadway2021 and click the “START NEW SUBSCRIPTION” button. Although you are currently a subscriber for one of our smaller packages, you are technically starting a new full subscription package.
- If you prefer to renew by phone, Subscriber Services is available at 215-893-1955, Monday through Friday from 10am-5pm.

I am not a current subscriber, but I was in the past. I’d like to return for the 2020/21 season. Do I renew a subscription or start a new subscription?

- Visit kimmelcenter.org/broadway2021 and click the “START NEW SUBSCRIPTION” button. Although you were previously a subscriber, since you hadn’t previously renewed for the last season, you are technically starting a new full subscription package.
- If you prefer to renew by phone, Subscriber Services is available at 215-893-1955, Monday through Friday from 10am-5pm.

Will social distancing be practiced during the 20/21 season, for example special seating arrangements and/or wearing of masks?

- We will do everything in our power to bring our audiences back together while adhering to health and safety mandates for gatherings.
- We will always remain compliant with the regulations and guidelines available at the time of each performance including stipulations for gathering.
- Please be assured that the cleaning and disinfecting of all spaces will be handled with great care and consideration.
- We will share the details of the process as soon as those details are available.

Will the season lineup continue to change? What if tours cancel into 2021?

- If there is a change to the subscription lineup for any reason, we make every attempt to reschedule impacted performances.
- If you are not able to attend the rescheduled performances, you will have the following options:
 - Exchange tickets for another date of the same production.
 - Apply cost of ticket to purchase ticket to another show.

- Donate the cost of the ticket to support our free community and education programs.
 - Or request a full refund.
- In the event a show must be canceled, you will have the following options:
 - Apply cost of ticket to purchase ticket to another show.
 - Donate the cost of the ticket to support our free community and education programs.
 - Or request a full refund.

What if I do not want to see all the shows in the subscription package?

- New this season, subscribers can replace one show from their package with their choice of season extra. The selection should be made at the time of renewal or initial purchase. Subscribers are responsible for the ticket price difference, if greater than the original show in their package.

Can I add more shows to my subscription package?

- Yes, we have additional shows available for you to add to the package.
- If you want to add more tickets to a particular performance in your subscription package, add-on tickets to subscription shows will be announced and available at a later date via email.

What if I no longer feel comfortable attending a performance due to COVID-19 concerns?

We have recently revised our policies, creating a Kimmel Center COVID-19 Guarantee. For tickets purchased now through October 31, 2020: If you feel COVID-19 conditions make it unsafe to attend a show between now and August 30, 2021, you may select any of the following options beginning 30 days before your ticketed performance.

- Exchange for another event or on account credit for future purchase.
- Donate the value to The Kimmel Center Cultural Campus to support our critically important student and community programs.
- Receive a full refund, or credit to your subscription ticket payment plan.

Is *Hamilton* coming back?

- Yes, *Hamilton* will be returning in the 2021/22 season. As always, subscribers will have first access.
- Dates and venue will be announced later.

What are other benefits of being a subscriber?

- A full list of subscriber benefits is available at <https://www.kimmelcenter.org/SubscriberBenefits>.

What are other benefits of being a subscriber?

- A full list of subscriber benefits is available at <https://www.kimmelcenter.org/SubscriberBenefits>.

What health and safety precautions are going to be taken when your campus reopens?

Here is the KIMMEL CULTURAL CAMPUS Safe and Clean Commitment.

As the KIMMEL CULTURAL CAMPUS looks forward to performances gracing our stages and our guests returning to enjoy them, we have been planning, monitoring and participating in the development of best practices in our industry and monitoring developments in others closely.

As the **health and safety of our community is our highest priority**, we commit to meet or exceed the requirements from the experts at leading public health agencies including:

- Centers for Disease Control and Prevention (CDC)
- Pennsylvania Department of Health
- Philadelphia Department of Health
- Office of Emergency Management for the City of Philadelphia

With the guidance from national, state and local health officials, we are implementing additional guidelines and procedures for sanitation and cleaning as well as building modifications, and changes in how we'll host our events. When complete, we will communicate the specific initiatives that we are undertaking and how they will enhance your experience safely.

Our Kimmel Cultural Campus Safe and Clean Commitment is designed to enhance safety and minimize risk for our guests, the cast, crew, musicians and performers from the many events and performances we host, our Resident Companies, along with each one of the valued members of our teams and volunteers.

This commitment ensures the hygiene and sanitation practices of our campus will continue to deliver on our rigorous standards, plus expand to meet or exceed the new regulatory requirements and new cleanliness protocols as recommended by the CDC.

These protocols are based on the most current information available on sanitization and cleanliness for live entertainment venues as well as other hospitality / tourism businesses. As we move forward, we will continue to monitor guidelines from the leading public health agencies for the latest innovations so we are continually updating these procedures.

This Safe and Clean Commitment covers all the public areas including entry areas, lobbies, event spaces, restrooms, seating areas, ticket center, stage & backstage, Volver, food and beverage preparation and sales areas, President's Club and the administrative offices on Kimmel Cultural Campus.